

DISPUTE RESOLUTION / COMPLAINT / APPEAL PROCESS POLICY

Pacific Coast Community Resources (PCCR) acknowledges and recognizes that all individuals and their families or advocates have the right to express a concern or make a complaint. Open communication shall be established between individuals and their families, advocates or substitute decision-makers.

PCCR defines formal complaints as dissatisfaction or discontent with service delivery.

Complaints that are determined to be reportable incidents shall continue to be handled through established procedures (Critical Incident Report). A complaint involving a reportable incident shall be reported to the Licensing Officer and Funding Agency. Other formal complaints shall be addressed in writing and resolved according to policy.

NO RETALIATION or HUMILIATION shall occur following concerns or complaints from individuals, their families or advocates. Complaint resolution information shall be provided and explained in an understandable manner.

This policy and complaint form are included in Pacific's Coast Family Information Package.

GUIDELINES:

Refer to Serious Incident Reporting in the Policy and Procedures Manual to determine whether the complaint is a reportable incident or can be addressed through an internal dispute resolution process.

- All concerns, complaints and disputes shall be acknowledged, responded to promptly and treated confidentially.
- All concerns, complaints and disputes can be addressed on PCCR Complaint Form.
- All concerns, complaints and disputes can be brought to the attention of staff members, managers, coordinators or directly to the Director(s) (Chris or Barb Thomas) @ 942-6939 (office).
- A staff member who receives any concern, complaint and dispute from an individual, family member or advocate shall immediately report to the manager of the specific program.
- The manager shall respond promptly by arranging a meeting with the complainant to resolve the matter within 48 hours.
- If no resolution is reached or the resolution is unsatisfactory to the complainant, the manager shall inform the Director(s) (Chris or Barb Thomas) immediately.
- The Director(s) shall arrange to meet with the complainant to address the unresolved dispute.
- If the complaint is not resolved internally within 7 working days of meeting with the Director(s), the complainant shall be advised to contact Licensing and or the Funding Agency.

- A record of all complaints and concern, and the responses to them shall be maintained on site and a copy forwarded to the Director(s).
- On request, a copy shall be made available to the Licensing Officer and the Funding Agency.

COMPLAINTS CONCERNING MANAGEMENT

GUIDELINES:

- All concerns, complaints and disputes shall be acknowledged, responded to promptly and treated confidentially.
- All concerns, complaints and disputes shall be brought to the attention of the manager if applicable.
- The staff member and manager shall try to resolve the matter within 48 hours.
- If no resolution is reached or the resolution is unsatisfactory to the complainant, the manager shall inform the Director(s).
- The Director(s) shall arrange to meet with the complainant to address the unresolved dispute.
- If the staff member feels uncomfortable dealing with the manager directly, he/she may contact the Directors Barb or Chris Thomas.

HOME SHARE PROVIDERS / HOST FAMILIES

GUIDELINES:

- All concerns, complaints and disputes shall be acknowledged, responded to promptly and treated confidentially.
- The Home Share Provider/Host Family and Home Share Coordinator shall try to resolve the matter within 48 hours.
- If no resolution is reached or the resolution is unsatisfactory to the complainant, the Home Share Coordinator shall inform the Director(s).
- The Director(s) shall arrange to meet with the complainant to address the unresolved disputes.
- If the Home Share Provider/Host Family feels uncomfortable dealing with the Home Share Coordinator, they may contact the Directors, Barb or Chris Thomas. Community Living BC (CLBC) may also be contacted regarding any complaint.

ANNUAL REVIEW OF COMPLAINTS

PCCR shall conduct an annual review of all complaints received from individuals supported, family members or advocates and employees.

Trends in the complaints and areas needing performance improvement shall be analyzed to facilitate change to enhance services for the persons supported.

COMPLAINT FORM

Name of Complainant:

Date:

Program Site:

Incident (Complaint):

Steps Taken:

Manager's Signature:

Date:

Director's Signature:

Date: