

# Complaint Resolution Procedure

## Purpose

The purpose of this procedure is to ensure Phoenix Child Centre consistently handles complaints/concerns in a timely and appropriate manner. The procedure will help to support both staff and families in making decisions.

Complaints can be made on the grounds of dissatisfaction with care, with service, or with a decision made by staff, or if an individual/family believes they have been treated unfairly or not respectfully.

All complaints/concerns will be taken seriously by the centre and will be considered as opportunities for centre development and staff training.

## Overview

This procedure involves 3 steps; complaints of a more serious nature will follow step 2a which requires the Director to bring the concern to the attention of the Board of Directors.

## Procedure

### **1. Reporting**

- The first resource available to families with a concern or complaint is the centre staff; if any complaint arises the complainant is encouraged to discuss the issue with the staff prior to bringing the issue to the attention of the Director. Staff are directly involved in the program and are often best able to provide explanations and resolutions.
- Concerns and complaints can be brought to the Director's attention in person, via email, by phone or voice messaging system.
- Any concern or complaint submitted directly or indirectly to the Director will be acknowledged by the Director within 3 business days to assure the complainant that their concern is being addressed. This will include advising the complainant if the issue requires involvement of the Board of Directors, or an external agency such as City of Toronto Children's Services or the Ministry of Education.

### **2. Director Review**

- The Director will receive details surrounding the complaint from all parties involved, including proposed resolutions. If the Director sees fit, an investigation may be conducted to add clarity to the case or to determine additional details.
- The Director will consider the course of action or decision, made by the staff member, relative to the complaint.
- The Director will determine resolutions, including steps for prevention when necessary.
- The Director's review and resolution will be documented, and findings will be communicated to both the staff and the complainant.

- If the Director cannot reach a conclusion which satisfies the needs of both parties or if the complaint is of a serious nature it will be brought to the attention of the Board of Directors.
- The Director will file a Serious Occurrence report within 24 hours with Toronto Children’s Services and the Ministry of Education Child Care Licensing System (CCLS) for all complaints of a serious nature.

**a. Board of Directors Review**

In rare circumstances when the Director is unable to resolve the situation, the Director will bring the matter to the attention of the Board of Directors. The Board of Directors will review the case including details initially provided by staff and complainant, their proposed resolutions, prior cases of a similar nature, and the Directors conclusion. Specific options will be determined by the Board, documented, signed by all involved parties and implemented.

**3. Resolution**

- When a resolution has been determined both parties will be notified. Potential resolutions may include:
  - Altering a policy or procedure
  - Putting into place prevention strategies
  - Providing an explanation to the complainant, to an effected group, or to all members of the centre community
  - Changing the decision initially made by staff
  - Maintaining a decision made by staff
  - Retraining staff involved, or if deemed necessary retraining all centre staff
  - Determining that the centre can no longer meet the needs of the family. In this case the centre will make every effort to assist the family in finding alternative care.

**Revision Control**

Date	Revision	Effective
Created August 29/16		Immediately

**Complaint Resolution Form –To be filled out by office**

Name of Complainant: \_\_\_\_\_

Name of Staff involved: \_\_\_\_\_

Reason for Complaint: \_\_\_\_\_  
\_\_\_\_\_

**Complainant**

Provide details relative to the complaint:

\_\_\_\_\_

Proposed \_\_\_\_\_ resolution:

\_\_\_\_\_

Was the complaint brought to staffs attention? Yes \_\_\_ No \_\_\_

If no, why not? \_\_\_\_\_

**Staff**

Provide details relative to the complaint:

\_\_\_\_\_

Proposed resolution:

\_\_\_\_\_

**Director**

Does the Board of Directors, or any other outside agency need to be contacted?

Is an investigation necessary? (If yes attach information from investigation)? Yes \_\_\_ No \_\_\_

Resolution: \_\_\_\_\_  
\_\_\_\_\_

Have both parties been contacted? Yes \_\_\_ No \_\_\_

Further action required: \_\_\_\_\_

Date complaint received: \_\_\_\_\_ Date complaint acknowledged: \_\_\_\_\_

Date complaint resolved: \_\_\_\_\_ Directors Signature: \_\_\_\_\_

Board Representative Signature: \_\_\_\_\_

Complainant Signature: \_\_\_\_\_