

# Client and Community Complaints

## Scope

Associated Youth Services of Peel (AYSP) is committed to providing quality service to children, youth and families. As a part of this commitment, our complaint process is guided by the following principles:

- Everyone has the right to be treated with dignity and respect.
- Openness and respect for all traditions, cultures, values and beliefs.
- The rights, best interests and views of the child or youth will guide the process, regardless of who initiated the complaint.
- There will not be any negative consequences to anyone, including children, youth and families, stakeholders or the public, as a result of making a complaint.
- The confidentiality and privacy of individuals and families will be respected.
- Everyone, including children, youth and families, has the right to involve an advocate, relative or friend to support them through the process.
- All formal complaints will be responded to within ten (10) business days.
- AYSP will work actively to resolve complaints.

## Policy

- Any member of the public and/or stakeholders have the right to complain about services, staff, or breach of privacy.
- The client has a right to complain or express a concern about the services they have received at AYSP, including complaints regarding breach of privacy.
- The concern/complaint can be about a staff member, a volunteer, or a student, in this policy generally referred to as “staff”.
- A concern/complaint may be made in person, by telephone/virtual and/or, in written/digital format.
- Any complaints made in person or by telephone/virtual will be deemed as a *concern/informal complaint*.
- Complaints submitted in writing/digitally will be deemed *formal complaints*.
- This section of the Complaint Policy is posted on the AYSP website (aysp.ca) and shall be provided to any person, on request.
- The responsibility for handling any concerns/complaints about a staff performance issue rests with the Supervisor and/or Manager and/or Board President.
- Where a concern/complaint has legal implications, Senior Management, the Executive Director and the Board of Directors shall be informed immediately.

- An acknowledgement of receipt of any formal complaints and/or those concerns/complaints that may have legal implications will be forwarded to the complainant within ten (10) business days.
- Every effort to resolve the matter to the satisfaction of the complainant will be made and a plan to resolve any such complaints will be forwarded to the complainant within thirty (30) business days of the initial complaint.

#### Complaint Regarding the Executive Director

- If the complaint is about the Executive Director, the individual may contact Human Resources and/or the Board President. If required, Human Resources can provide contact information for the Board President.
- If Human Resources becomes aware of a complaint about the Executive Director, it is their responsibility to contact the Board President to advise of the complaint, within 72 hours of receiving the complaint and immediately if the complaint has legal implications.
- The Board President will make every effort to resolve the matter to the satisfaction of the complainant by:
  - Notifying the Executive Director, a complaint has been made;
  - Investigating the circumstances surrounding the complaint;
  - Reporting to both the complainant and Executive Director, a recommended course of action

## Procedures

### *Concerns/Complaints*

When a concern/complaint is received, the following process will take place:

- The staff/Board Member receiving the concern/complaint discusses with the complainant to determine what the issue is and what they would like to see done to resolve the issue.
- In the course of this discussion, the recipient of the complaint should inform the complainant about AYSP's Complaint Procedures, as applicable. At the very least, they should offer the person an opportunity to speak with the Supervisor of the Program, or member of Senior Management, as applicable. Whether or not the complainant wants to pursue the matter any further, they should be informed the issue will be brought to the attention of a Supervisor/Manager/Senior Management, as applicable, and that the complainant has the right to make a formal complaint, which must be submitted in writing/digitally.
- To assist staff in determining if a complaint is informal, staff will utilize the process outlined in the Informal Complaint Process Chart and will follow the outlined steps.
- If the complaint is deemed to be a formal complaint, staff will follow the procedure outlined in this policy.
- The staff/Board Member who first received the concern/complaint will then inform the appropriate Supervisor/Manager/Senior Manager, as applicable, of the concern/complaint. If the complaint relates to privacy, the Privacy Officer will also be informed.

- If the Supervisor/Manager is the first individual to receive the concern/complaint against one of their staff, they will document their discussion with the complainant under the appropriate case notes, as applicable. Additionally, in cases where a Supervisor/Manager/Senior Manager/Board Member receives the concern/complaint, they will document their discussion with the complainant on AYSP's Initial Complaint & Follow-up Form located in the Public Drive/Policies & Procedures folder. Copies of AYSP's Initial Complaint & Follow-up Form will also be made available to Board members at each AGM.
- The Supervisor/Manager/Senior Manager/Board Member discusses the concern/complaint with the staff member who received the concern/complaint to clarify the situation, as required.
- The Supervisor/Manager/Senior Manager/Board Member determines whether any follow up/further investigation is required. If so, the Supervisor/Manager/ Senior Manager/Board Member pursues further investigation with the complainant and any other parties.
- When further investigation is required, AYSP's Initial Complaint and Follow-Up Form is updated. The completed form is submitted to the Executive Director, or Human Resources if the complaint is about the Executive Director, for documenting on AYSP's Complaint Log form, stored by the Executive Director/HR, as applicable.
- When necessary, the Supervisor/Manager/Senior Manager advises the Executive Director in writing of the concern/complaint to seek further direction, (an email is acceptable).
- As applicable, a Board Member will discuss the complaint with the Board, as required, at the next scheduled Board Meeting or through calling a special meeting of the Board.
- If the concern/complaint requires further action by the Executive Director/Board Member, the Executive Director/Board Member follows up with the relevant staff, the complainant and any other parties as necessary.
- When the Executive Director/Board Member determines they have resolved the concern/complaint or can take no further action, the Executive Director/Board Member will inform the Supervisor/Manager/Senior Manager/Board Members, as applicable.
- The outcome will be documented on AYSP's Initial Complaint and Follow-Up form and AYSP's Complaint Log form.
- If a concern/complaint cannot be resolved at the Executive Director level, the Executive Director will request the matter be brought forward to the Board of Directors for resolution.
- The Supervisor/Manager/Senior Manager and Executive Director/Board Member will have all documents related to the concern/complaint filed digitally and/or in a locked cabinet, accessible only to those addressing the complaint.
- Any formal or informal complaints will be logged and reviewed quarterly by AYSP management, to identify any trends or issues to be addressed.