

Complaint Resolution Process – Family and Community Members

Policy

The Child Development Centre values all feedback and responds to all concerns and/or complaints about service and information practices in a fair, objective, and timely manner. The CDC subscribes to a “No Reprisal” approach in dealing with complaints.

Procedure

Families and community members will have access to written information about the complaint resolution process through the Child Development Centre website.

Complaints about a service or staff member

1. Families and community members will be encouraged to first take their concern/complaint to the staff member involved, where appropriate. Expressing concerns will not result in any form of reprisal or barrier to service.
2. If the matter was not able to be resolved in step 1, the complaint will be put in writing (Complaint Form) and will be directed to the employee’s immediate supervisor. The written complaint will contain:
 - The name of the person the complaint is about if applicable
 - The nature of the complaint and the circumstances
 - Date of the incident if applicable

If a complaint does not concern an employee, the complaint will be directed to a program coordinator or the executive director.

A complaint must be received within 6 months of the stated incident. If a written complaint is not possible, the supervisor will gather the above information and record it on the Complaint Form. Anyone making a formal complaint may have a representative present for support.

3. Where indicated, the supervisor will discuss the matter with the staff member involved and will report back to the complainant within 7 – 10 working days.
4. If the matter cannot be resolved in this manner, the complaint will be directed to the executive director. The executive director will discuss the complaint with the staff member and supervisor involved and report back to the complainant within 7 - 10 working days.
5. If the matter is still not resolved to the complainants’ satisfaction, an appointment shall be scheduled for the complainant with the Chair of the Board of Directors.

6. Complaints thought to have a potential for legal action will be taken to the Board of Directors by the executive director.
7. An attempt will be made to resolve a client's complaint within two weeks unless it goes to the Board level.
8. The supervisor and/or executive director will document the nature and date of the complaint as well as all the steps taken to resolve it in the Complaint Tracking document in the folder in the Staff Files drive. A copy of this may be scanned into the client's file where appropriate.
9. Allegations of physical or sexual abuse involving a staff member, student or volunteer shall be reported to Family and Children's Services and, where required, to the police.
10. Complaints involving the executive director should be taken directly to the Board of Directors.
11. Complaints involving a member of the Board of Directors should be taken to the Chair of the Board. Complaints involving the Chair should be taken to another senior Board member.

Complaints about information practices

The Child Development Centre is a custodian under the Health Information Privacy and Management Act. If families have concerns about how we have handled their personal health information, they can contact the centre's privacy officer at 456-8182. Families may be asked to fill out a Complaint form or a member of the management team can record the complaint on their behalf. The privacy officer will respond within two weeks unless this is not possible due to operations. If the family is not satisfied with the results of the complaint they can contact Yukon's Information and Privacy Commissioner at 667-8468 or toll free at 1-800-661-0408 (ext. 8468).

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