



POLICIES and PROCEDURES

*"Building on the strengths of young pregnant women,
young parents and their children"*

St. Mary's Home - Mission Statement

SECTION: A. Organizational Policies, Procedures and Guidelines
SUB-SECTION: Risk And Safety
POLICY: RS A.16 COMPLAINTS PROCESS
CROSS-REFERENCE: CCA: ORG-RS-5.1, 5.3 St. Mary's Home Policy- Risk and Safety – Reporting Illegal, Unethical, and/or Improper Conduct

EFFECTIVE DATE: August 28 th , 2017	REVISION DATE: April 2017
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PURPOSE:

- To establish a process for individuals to register complaints about St. Mary's Home.

POLICY:

St. Mary's Home believes that constructive criticism is important to informed planning. To this end, the organization has a system in place to manage concerns and/or complaints from persons served as well as from members of the public, about the agency, employees, or other clientele. Clients have the right to make complaints in regard to how another client or staff member is treating them at St. Mary's Home. This policy is separate from and in addition to the St. Mary's Home Policy: Risk and Safety – Reporting Illegal, Unethical, and/or Improper Conduct.

PROCEDURES:

COMPLAINTS FROM MEMBERS OF THE PUBLIC

- Complaints by members of the public can be made verbally and documented/or in writing by following the instructions on the St. Mary's Home Website: Complaint Process;
- If a concern or complaint is brought to the attention of Executive Director, the Leadership Team will review such complaint and take appropriate action; Such action, if appropriate (at times sometimes the agency cannot state the actions taken, but can only assure the complainant that appropriate actions were taken), will be made known to the complainant by a designated member of the St. Mary's Home Leadership Team in a timely manner;
- If concerns or complaints have been directed to the Board of Directors, the Board President will consult with the Executive Director before deciding on the best course of action;
- The Board President will communicate such action – again, if appropriate, to the complainant;
- If concerns or complaints brought to the Executive Director and or the Board President are related to unethical, Improper and/or illegal conduct, then the procedures in the St. Mary's Home Policy – Human Resources: Reporting Illegal, Improper, and/or Unethical Conduct must be followed;
- Concerns or complaints that involve the safety of persons at St. Mary's Home will be dealt with immediately by the Leadership Team and/or the Board President;
- Concerns or complaints are documented by whomever the complaint is brought to and given to the Executive Director who ensures they are reviewed periodically by the Leadership Team to look for possible trends; and
- The Executive Director reports on such trends on an annual basis to the Board of Directors.

CLIENT COMPLAINTS

Clients have the right to make complaints with regard to how another client or staff member is treating them at St. Mary's Home:

- Clients can express concerns and complaints directly to staff on duty, to their Case Manager, to the Residential Director, to the Executive Director or to the Board of Directors; this information will be documented signed and dated.
- Minimally the **Clients Concerns & Complaint Procedure** must be reviewed by the Case Manager with the client at the time of her First Plan of Care and every six months thereafter;
- The complaints procedure is reviewed with clients (in a language appropriate to their age and cognitive abilities) and legal guardians upon who are then asked to sign the **Client Concerns & Complaints Procedure Document** to confirm that this has been explained to them;
- In the first review of the **Clients Concerns & Complaints Procedure**, once the Case Manager has reviewed the Procedure with a client, in a language appropriate to their age and cognitive abilities, both the staff and the client sign the complaints document to indicate that this has been reviewed together; and
- Additional reviews of the Procedure will be indicated in the clients Plan of Care.

INTERNAL COMPLAINTS

- Clients that wish to make a complaint about another client can talk to their Case Worker or to any staff of their choice;
- If the issue is still not resolved, the complaint can be taken up with the Residential Director;
- Clients wishing to make a complaint about a staff member can request a confidential meeting with the Residential Director; and
- If the concern is not resolved, they can ask to speak to the Executive Director.
- As in the procedures for complaints by the public, If a client concern or complaint is brought to the attention of staff, the Leadership Team will review such complaint and take appropriate action; Such action, if appropriate (at times sometimes the agency cannot state the actions taken, but can only assure the complainant that appropriate actions were taken), will be made known to the complainant by a designated member of the St. Mary's Home Leadership Team in a timely manner;
- Client concerns or complaints that involve the safety of persons at St. Mary's Home will be dealt with immediately by the Leadership Team and/or the Executive Director;
- Concerns or complaints are documented by whomever the complaint is brought to and given to the Executive Director who ensures they are reviewed periodically by the Leadership Team to look for possible trends; and
- The Executive Director reports on such trends on an annual basis to the Board of Directors.

REGISTERING A COMPLAINT TO AN EXTERNAL AGENCY:

- A client may chose to contact The Office of the Provincial Advocate for Children and Youth; and
- The phone number for this office is to be located on the client's bulletin board in the front entry where clients sign in/out of St Mary's home Outreach Centre and Residence.
(1-800-263-2841 or by email: advocacy@idirect.com)