

## **COMPLAINTS AND FEEDBACK**

### **Definitions:**

**Complaint:** an expression of dissatisfaction relating to the service supports provided by Surex.

**Feedback:** may be positive or negative relating to the service supports provided by Surex.

### **Policy:**

- Surex recognizes that receiving complaints and feedback from people in service, families/guardian and the general public are an important aspect in improving our service delivery.
- Surex will review and document all complaints and feedback and make reasonable efforts to resolve or address the matter. All complaints and feed back that are not considered significant will be dealt with seriously and in a timely manner.
- No person who submits a complaint or provides feedback will be negatively impacted or discriminated against because of their reporting.
- Surex will provide this policy to all people, their families and guardians and post this policy on its website.
- Surex will review this policy and all complaints and feedback annually.
- Complaints involving abuse refer to Abuse Policies and Procedures 3-m-10.
- Surveys will be conducted from time to time to elicit feedback on quality of services.

### **Procedures:**

1. People in service, families/guardian and anyone in the public can submit a written or verbal complaint/feedback to any employee of Surex.

**Page 2 . . . Cont'd**  
**COMPLAINTS AND FEEDBACK**

2. The employee receiving the complaints/feedback will forward the written comments to their Manager or write a Confidential Information Report with details of the complaints/feedback.
3. The Manager will acknowledge receipt of the complaints/feedback to the person making the complaints/feedback and inform them of the next steps in the complaints/ feedback process. If the feedback is of a positive nature there may be no further steps other than sharing the feedback with the employees and management of Surex.
4. The Manager will forward the complaints/feedback to the Program Director and Executive Director. Within ten (10) days of receiving the complaints/feedback the Executive Director or designate will investigate and respond to the complaints/ feedback, consideration will be given to ensure that there is no conflict of interest. Complainant will be informed of the due process to be followed. Where an investigation requires additional time, the complainants will be informed.
5. The Executive Director or designate will take the necessary steps in seeking to resolve the complaint and will provide the complainant with a written response.
6. Where the complaint involves the Executive Director, the complainant may submit their complaint, in writing, directly to the Chairman of the Board of Directors.
7. On an annual basis the Executive Director will review all complaints/feedback and provide a report for the Board of Directors.
8. From time to time the Executive Director will conduct a survey to elicit feedback on quality of services.

**Appeal Process**

1. If the complainant is not satisfied with the resolution, they may, within ten (10) business days of receiving the written response from the Executive Director or designate submit a written appeal to the Chairman of the Board of Directors, outlining areas of disagreement or dissatisfaction.
2. The Chairman of the Board of Directors shall convene a meeting as soon as possible or within thirty (30) days with a minimum of two (2) members of the Board of Directors to consider the appeal. The Chairman of the Board of Directors will provide a written response to the appeal.