

## Stakeholder Feedback and Complaints

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**Applies to:** Everyone

**Topic Owner:** Corporate Services

**Last Updated:** July 12, 2021

CCRW views stakeholder feedback and complaints as important parts of providing quality services and supports that are responsive to stakeholder needs and supports continuous improvement.

The information received through a feedback and/or complaint process can assist CCRW in taking steps to better support individuals and/or improve administrative practices.

Key support contacts for stakeholder feedback and complaints include:

- a) [CCRWfeedback@ccrw.org](mailto:CCRWfeedback@ccrw.org)
- b) Debbie Irish, Chief Operating Officer at 416-260-3060, ext. 223 or [dirish@ccrw.org](mailto:dirish@ccrw.org)

### RESPONSIBILITY

The Chief Operating Officer is responsible for:

- Updating and maintaining this policy
- Providing annual statistics and themes from stakeholder feedback to the Executive Team and other internal or external accountability systems
- Create stakeholder awareness of access to this policy and its associated procedures.
- Receive and direct stakeholder feedback and/or complaints under this policy.

### DEFINITIONS

**Complaint** – an expression of dissatisfaction related to services and/or supports provided or administrative practices. A complaint may be expressed by any CCRW stakeholder regarding services and/or supports or administrative practices. A complaint may be made formally (such as a written letter to the organization) or informally (such as a verbal complaint expressed to a staff person).

**Conflict of Interest** - A real or perceived conflict of interest may exist where an individual's actions or decisions are or seem to be, compromised by consideration of personal benefit. Real or perceived conflicts of interest should be documented and avoided in all feedback and/or complaints processes.

**Feedback** – positive or negative (including complaints) observations related to services and/or supports that are provided by CCRW. Feedback may be solicited (such as information and comments collected through a satisfaction survey or a comment box) or unsolicited (such as a letter from a person or family member). Feedback may be formal (like the survey or letter noted above) or informal (such as a verbal complaint expressed to a staff person)

**Stakeholder** – includes a client who receives services and supports, a person acting on behalf of a client who receives services and supports, employees, students, volunteers, community partners, contractors, consultants, and members of the general public.

**PROCEDURE**

**Receipt and Documentation of Feedback and Complaints**

CCRW’s services, supports, and administrative practices are to be proactively designed to encourage important positive and negative stakeholder feedback that helps the organization assess satisfaction and support continuous improvement.

CCRW requires that the receipt and documentation of feedback and complaints are submitted to [CCRWfeedback@ccrw.org](mailto:CCRWfeedback@ccrw.org) or 416-260-3060 ext. 223 as follows:

<b>Type of Feedback:</b>	Verbal Solicited or Unsolicited Feedback	Written Solicited or Unsolicited Feedback	Verbal or Written Solicited or Unsolicited Complaints
<b>Requirement:</b>	Document and submit for tracking purposes	Immediately scan and email with the original document sent to Chief Operating Officer	<b>Immediately</b> document and/or scan and email with the original document sent to Chief Operating Officer

General documentation standards for feedback and complaints are:

- a. Date of feedback/ complaint.
- b. Full name of feedback source/ complainant. Note that the feedback source or complainant has the right to choose to remain anonymous.
- c. Name and title of the person submitting feedback or complaint.
- d. A brief summary of feedback or complaint.

The COO or their delegate will compile all feedback and/or complaint information into a confidential database and engage the appropriate personnel in follow-up under this policy.

**Investigating Complaints**

All solicited, unsolicited, informal, or formal complaints must be investigated by the COO.

Subject to third party specialist advice regarding complex matters, the COO will follow these steps to resolve and respond to complaints:

Timeline	Immediate	Within 5 Business Days	Within 30 Calendar Days
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## STATEMENT OF POLICY AND PROCEDURE

Steps	Chief Operating Officer (COO) creates an electronic complaint file with complaint information	COO engages the appropriate internal or external investigation lead (IL)  COO sends written update to complainant on status of the complaint and their investigation contact	IL investigates with appropriate parties	IL informs complainant and parties of investigation outcome and corrective action, where needed. Documentation is coordinated with HR, COO is informed and electronic files are updated.
Outcome	Complete electronic complaint file	The investigation lead is appointed, and the complainant informed of the investigation process	Investigation conducted	Investigation completed, parties informed, corrective action is taken, record keeping is maintained.

All parties involved in a feedback or complaint process are required to:

a) Comply with CCRW’s **Code of Conduct**, address matters in a respectful manner free of frivolous or vexatious claims or comments and in a confidential manner

b) Provide support or ensure appropriate supports are available to the parties involved including, but not limited to: access to policies and simple language; differing ways of providing feedback or addressing complaints; clarifying roles and responsibilities in the complaints process; avoiding real or perceived conflicts of interest; ensuring the investigation process is free of any coercion, intimidation or bias; and making reasonable efforts to resolve or address matters to the mutual satisfaction of parties involved.

c) Ensure a person who submits a complaint or provides feedback is not at risk of having their services and supports negatively impacted or withdrawn, because of submitting a complaint or feedback.

The parties involved in a complaint have the right to file an appeal to the outcome of a complaint process to the COO for its potential review in an alternative feedback or complaint process.

### **Review, Analysis and Reporting of Feedback and Complaint Trends**

Statistics and trends from stakeholder feedback and complaints will be monitored by the COO for appropriate discussion with senior management.

Where appropriate serious matters or trends will be reported to the relevant internal and external authorities such as the CEO, Human Resources, and/or the police (e.g., in the case of alleged, suspected or witnessed abuse that may constitute a criminal offence)).

## STATEMENT OF POLICY AND PROCEDURE

To promote continuous quality improvement, CCRW shall conduct a review and analysis of complaints and feedback received at least annually to evaluate the effectiveness of this policy and its associated procedures.