



POLICY

POLICY SECTION	POLICY NAME Client/Service Complaint Policy	POLICY SECTION
SUBSECTION	RESPONSIBILITY COO	APPROVED BY CEO
EFFECTIVE/REVISED DATE	LAST DATE REVIEWED: November, 2020	NEXT REVIEW DATE November, 2021

POLICY:

It is the policy of Lumenus that clients, concerned individuals and/or partners in the community have available a process for registering complaints about the Centre's policies, procedures, services, service delivery or facilities, and that such complaints receive a fair and prompt disposition.

Lumenus to provide the best quality service to those it serves including clients, participants and the community. Lumenus values the need to be respectful of clients/participants rights and dignity, and to be open and responsive to clients', concerned individuals' and/or partners' perspectives about the services/experiences they are receiving. In the course of interaction, disagreements might occur between the Centre and other parties. The Centre believes that disagreements are a part of normal life, and that disagreements are best dealt with directly between the parties concerned. Policies and procedures have been developed to help find resolution to those disagreements and, when needed, to provide a structure for the client to lodge a formal complaint and to receive a response with regard to the complaint.

The Centre is committed to offering the best possible service to clients and their families, concerned individuals and/or community partners. The Centre is interested in hearing if a party:

- has a specific concern about Centre services/actions;
- is dissatisfied with the services/experiences received from the Centre;
- is feedback about the services and supports that the Centre provides, and
- believes that services should be made available which are not.

In its efforts to create a consumer responsive service, clients and/or parent(s)/guardians/caregivers, other acting on behalf of clients and/or the general public are:

- encouraged to provide feedback to the Centre, at any time, regarding the quality of service received and recommended improvements;
- encouraged to identify issues, disagreements and concerns as they emerge so that they can be resolved with Centre staff, and
- provided with options to facilitate the resolution of concerns.

Individuals expressing feedback or concerns will be free of any coercion, intimidation, bias prior, throughout and following the process of review. Any potential or arising conflict of interest will be reviewed with the Chief Executive Officer or alternate, as appropriate.

Where clients and/or parent(s)/guardians/caregivers, others acting on behalf of clients and/or the general public express concerns regarding the provision of Centre services and are not satisfied with the response and/or suggested resolution they are advised of their right to make a formal complaint.

In situations where the individual making a complaint is a client:

- under 16 years of age, the client's parent(s)/guardians/caregivers are encouraged to attend the meeting, unless the youth 12-16 has not provided consent for parental involvement;
- over 16 years of age, the youth or adult gives consent for their parents/guardians/caregivers attendance at the meeting.

Where necessary, the Centre ensures that feedback/complaint information is reported to the police and/or child welfare as required by relevant legislation.

In situations where the feedback/complaint may put the Centre at risk, the Board of Directors is informed immediately.

A copy of the Centre's Service Complaints Policy will be made available to any person who requests it.

Aggregate data regarding complaints shall be compiled, evaluated and reported to the Leadership Team and the Board of Directors for an annual review and action plan.

PROCEDURES:

Current legacy agency procedures will be used until one set of procedures can be implemented.

