



Procedure #2: Complaints: Reporting & Addressing, Investigating & Resolving

Governed by: Administration

Refer to form: Complaint Form

Effective: October 16, 2013

Last Updated: November 6, 2018

Purpose: To ensure:

- Streamlined reporting & intervention
- All necessary parties are informed
- Ongoing administrative monitoring and assessment
- Timely proper response and resolution of customer concerns/complaints

Policy:

In order to offer quality service that meets customer needs and expectations, we must be open to feedback from customers and work promptly to address, respond, investigate, and resolve concerns appropriately and timely. All formal complaints must be documented on Complaint form.

Procedure:

Reporting

- All complaints made by customers must be recorded on the Customer Complaint Form located on the intranet under the Resources/Quality tab.
- Complaint report form should be completed and submitted according to the instructions provided on the form.
- Any complaint that has or could potentially escalate to a higher level, including; CPS, OCFS, Police, Administrative Staff, or Regulatory/Funding Entities should also be verbally reported to applicable over sight department (Operations or ECS & Admin) or designee immediately upon de-escalation.
- Any complaint associated with an accusation related to staff also needs to be immediately reported to the Human Resources Manager or designee upon de-escalation.



Addressing

- Any staff receiving a complaint should listen to customer complaint and ask customer if they wish to file a formal complaint. If customer response is no, please inform customer that you will update management on verbal concern raised.
- If customer does not want to submit formal complaint reference to customer feedback boxes in each location can be offered.
- If the customer would like to file a formal complaint, the staff member should immediately work to contact Program Manager or designee when possible. If this is not possible staff should attempt to contact department director to document formal complaint.
- Program Managers should do their best to de-escalate and address concern immediately upon notification and seek direct supervisor and Human Resources support as needed and in accordance with reporting requirements above.
- If customer remains dissatisfied after speaking with a Program, they should provide customer with their supervisor's name and **desk** contact number. If customer continues to remain dissatisfied with Department Director, customer should be provided Vice President desk contact number. Please do **NOT** share staff cell numbers.
- If none of the above mentioned staff are available at time of customer complaint, please request best mode of contact for customer and inform them that supervisory staff will be in contact as soon as available. Immediately forward information to Program Manager and Department Director.
- When a complaint is associated with a staff accusation the Human Resources Manager will conduct further investigation consistent with agency personnel procedures.

Investigating & Resolving

- When possible complaints should be resolved at the Program level.
- When not possible it should be resolved at the Department Director level.
- When not possible it would rise to Vice President/President.
- Once a complaint has not been resolved through manager and director intervention Vice President/President will conduct investigation and provide applicable parties resolution action steps and support with implementation.