



## Management Program

Topic: COMPLAINT RESOLUTION POLICY	POLICY #: RM 04-01
	SECTION: RISK MANAGEMENT
	SUBJECT: COMPLAINTS

### POLICY

All Interior HomeCare Solutions Staff are required to report all complaints/concerns, as soon as possible after receipt of the complaint. The office will be accessible by phone, twenty-four hours per day, seven days per week. Complaints are reported to the Manager/ Supervisor and documented on a Complaint Form which is then forwarded to Quality Assurance and General Manager.

### PURPOSE

- To provide necessary timely intervention for all complaints.
- To facilitate timely, accurate, and complete documentation of all Complaints.
- To implement a quality and risk management monitoring system for Complaints.

IHS respects the following principles when responding to and resolving complaints:

**Accessibility** Individuals, youth, families, and support network members have access to clear information about how the complaints resolution process works and can make a complaint in a variety of straightforward ways. The process is sensitive to the culture, language, heritage, and communication style of the person making the complaint.

**Person-centred Approach** The concerns and interests of the involved individual, youth or family guide the process, regardless of who has made the complaint.

**Responsiveness** The complaints resolution process is open, respectful, supportive, and non judgemental. It is completed as promptly as possible, resulting in a timely decision for the individual, youth, or family involved.

**Administrative Fairness** The process is transparent and applied fairly and consistently across the organization. Decisions are documented and communicated to the person making the complaint.

**No Retaliation** Anyone making a complaint can do so in a safe and comfortable way, free from actual or threatened negative consequences from IHS, or fear of such consequences, regardless of what the complaint is about, who it is directed to, or the eventual outcome.

**Policy Compliance** The complaints resolution process and resulting decisions are consistent with IHS policies and standards.



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IHS promotes natural, informal problem-solving efforts with individuals, youth, families, and service providers on a regular and day-to-day basis. This is the preferred route for addressing concerns. The complaints resolution process described in this policy does not negate, replace, take away from, or undermine these efforts. When such efforts are unsuccessful, IHS informs people that they have a right to file a complaint through the complaints resolution process under this policy. The complaints resolution process begins when a complaint is formally submitted to the IHS Office.

**Complaints Covered by this Policy** IHS uses the complaints resolution process to respond to complaints that relate to:

- Conduct of IHS employees or management.
- Decisions about the nature and/or amount of service provided to an individual
- Quality of services received by an individual from IHS.
- Handling of an individual's personal information
- Concern about respect for the rights of an individual.
- Concern about IHS's policies or procedures

IHS accepts complaints from individuals, youth in care, their families or support network members, community members or service providers on an individual or youth's behalf. It is expected that an individual and their family or the family of a youth are aware of any complaint submitted on their behalf.

**Complaints Not Covered by this Policy** IHS does not use the complaints resolution process to respond to:

- Complaints about areas that are set out in legislation or regulation and therefore beyond IHS's authority.
- Complaints about situations that are before a court or other legal proceeding.