



POLICY NUMBER: OPPO.9012

EFFECTIVE DATE: DECEMBER 1, 2016

CLIENT RELATIONS

1. POLICY STATEMENT:

Indus Community Services (Indus) strives to operate in a professional, inclusive and respectful manner. We recognize that from time to time, our stakeholders may have concerns, complaints, general comments, feedback or compliments that they would like to bring to our attention. We recognize that complaints are an important source of data for continuous quality improvement.

2. PURPOSE:

The intent of this document is to ensure that all concerns, complaints, general comments, feedback or compliments received from Indus's stakeholders about our personnel, services and programs are dealt with promptly and fairly. Additionally, it provides Indus and its staff with a clear process for handling and resolving complaints.

3. SCOPE:

This policy and procedure only governs all of Indus's stakeholders as defined in this policy and does not apply to employees, purchase of service contractors, student placements, volunteers (including Board Members) and other third parties who deal with the public on behalf of Indus. Indus has specific policies to address their complaints as they arise.

4. PROCEDURE:

4.1. Informal Complaint

- 4.1.1. Many concerns/complaints can be resolved easily and quickly, often at the time they arise, by speaking with the Manager either in person or by phone.
- 4.1.2. If the complaint is about a member of the Departmental Management Team (DMT), please reach out to another member of the DMT; i.e, if the complaint is about a Manager, please contact the Director or if the complaint is about a Director, please contact the CEO.
- 4.1.3. When receiving any complaint the Manager will listen and seek to understand the complaint, and may attempt to resolve it immediately. If follow-up is required, the Manager will record the complainant's contact information including name, phone number, and email address (if any).
- 4.1.4. Every effort will be made to resolve the complaint in a timely fashion.
- 4.1.5. If the situation remains unresolved, the Manager will escalate it to the relevant Director.

4.2. Formal Complaint

- 4.2.1. If the problem cannot be resolved via an informal complaint or if the complainant would like to submit a formal complaint, the complaint needs to be submitted in writing by completing the Complaint/Satisfaction/Feedback Form available on our website (About Us Tab – Policies & Forms). Hardcopies of the form are available at all sites. The completed form can be submitted in any one of the following ways:

By Mail:

Indus Community Services
3038 Hurontario St., Suite 206, Mississauga, ON, L5B 3B9

By Email: feedback@induscs.ca

Via the Feedback Boxes located in the reception area at each of our sites

- 4.2.2. Formal complaints pertaining to the CEO must be sent to the Board Chair at feedback@induscs.ca.
- 4.2.3. The formal complaint must provide the complainant's name and contact information.
- 4.2.4. Indus may not respond to complaints which are not directly related to its operations, which are abusive, prejudiced or offensive, or are illegible, incoherent or anonymous.
- 4.2.5. Formal complaints shall be reviewed by the Director in a manner that is fair, impartial and respectful to all parties and the complainant shall be kept informed of the status of their complaint. Indus will respond within five (5) business days to confirm receipt of a formal complaint.
- 4.2.6. Indus aims to resolve all complaints within thirty (30) days of receipt and will involve the relevant stakeholders as needed. If this timeline cannot be met, the complainant will be informed of the reasons and given a revised timeframe in writing.
- 4.2.7. Upon completion of the review, the Director shall respond in writing to the complainant outlining the proposed resolution and the reasons for the decision relating to the complaint, which will complete the formal complaint process.

4.3. Appeals Process

- 4.3.1. In the event that the complainant is not satisfied with the resolution proposed in section 4.2.6. they may appeal to the CEO in writing within thirty (30) days from which they were notified of the resolution by the Director.
- 4.3.2. The CEO will review the complaint and the resolution, conduct further investigation if needed and make a decision. The complainant will be provided with reasons for the decision relating to the complaint/appeal in writing, which will complete the formal complaint appeals process. The CEO's decision is final and binding.

4.4. Confidentiality/No Retaliation

- 4.4.1. Any complaint or concern received shall be kept confidential. Indus shall maintain confidentiality by not discussing the allegations with other individuals, except on a 'need to know' basis.
- 4.4.2. No person who in good faith and under this policy submits a concern or complaint shall suffer retaliation.

4.5. Recordkeeping

- 4.5.1. Continuous quality improvement (CQI) processes developed via the complaint process shall be documented in the agency's CQI Tracking Tool and a summary of all formal complaints will be provided to the Board on an-annual basis.

5. RESPONSIBILITY:

5.1. Management is responsible for:

- 5.1.1. Receiving complaints in a respectful manner and for applying this policy to ensure a prompt response.

- 5.1.2. Maintaining accurate and detailed notes and records of all complaints and resolutions provided.
- 5.1.3. Notifying their Director in writing (including complaint resolution) of all informal inquiries received, in a timely manner.
- 5.1.4. Ensuring that all employees are properly oriented regarding this policy.

5.2. Directors are responsible for:

- 5.2.1. Managing formal complaints; including the investigation, resolution, and written response, and tracking all complaints within their program.

5.3. The CEO is responsible for:

- 5.3.1. Responding to requests for appeals; including the investigation, final decision and written notification of the appeal decision.
- 5.3.2. Ensuring that formal complaints are tracked and a summary provided to the Board annually.
- 5.3.3. Notifying the Board Chair when the complaint falls within the domain of the Risk Management Plan

5.4. It is the responsibility of all employees and managers within Indus to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the CEO may include further action up to and including termination.

5.5. Human Resources will notify the CEO of any changes that may be required to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

5.6. The Board Chair is responsible for:

- 5.6.1. Responding to any complaints pertaining to the CEO; including the investigation, final decision and written notification of the decision.
- 5.6.2. Ensuring that the complaints are tracked and a summary provided to the Board annually.
- 5.6.3. Notifying the Board when the complaint falls within the domain of the Risk Management Plan

6. DEFINITION:

- 6.1. “Stakeholders”** for the purposes of this policy is defined as Indus’s clients, caregivers of clients accessing services from Indus, members, donors, and the general public.
- 6.2. “Informal Complaint”** is defined as a complaint that can be remedied or addressed relatively easily.
- 6.3. “Formal Complaint”** is defined as a complaint which has been documented in writing.
- 6.4. “Complainant”** is defined as the person/party making the complaint.
- 6.5. “Personnel”** for the purposes of this policy refers to all Indus employees, purchase of service contractors, student placements, volunteers (including Board Members) and other third parties who deal with the public on behalf IRCS.

7. REFERENCE

- 7.1.** Feedback Form # GFO.9026

7.2. Complaint Tracking Tool

7.3. CQI Tracking Tool

7.4. Risk Management Plan

Policy Approvals

Date	Approved by
October 2, 2017	Gurpreet S. Malhotra, CEO
October 12, 2017	Governance Committee
October 26, 2017	Board of Directors