



Section:	<b>General Policies</b>	<b>Approval Date:</b> June 26, 2004
Policy:	<b>COMPLAINT/FEEDBACK POLICY</b>	<b>Effective Date:</b> Sept. 15, 2004
Policy N°	<b>A-7</b>	<b>Pages:</b> 1 of 3 <b>Revision Date:</b> August 30, 2024

## **POLICY:**

Montage Support Services values feedback and takes complaints seriously to improve services. This policy is for everyone connected to Montage, ensuring no negative consequences for those who provide feedback or complaints. Montage will review and investigate complaints unless they are without serious purpose or merit.

## **DEFINITIONS:**

**Complaint:** A "Complaint" is when someone is unhappy with Montage Support Services' support or services. It doesn't cover issues not related to the agency's services. "Feedback" includes any thoughts about Montage's services, good or bad, whether asked for or not. Montage promises a fair review process without pressure, scare tactics, or prejudice at any stage. Anyone who asks will receive a copy of Montage's policies.

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## **PROCEDURE:**

1. Feedback concerns and complaints can be submitted to any management employee in writing, by email or verbally.

The employee who receives a complaint will:

- a. Listen
- b. Acknowledge
- c. Record details including the date, time, location and submission method
- d. Ensure appropriate follow-up

If not resolved immediately, the complaint escalates to appropriate management Director and CEO via the Incident Report Form on ShareVision.

2. Before starting the complaint process, any conflict of interest between the people making the complaint and those handling it must be identified. This is according to the Conflict-of-Interest Policy.
3. Within ten business days, the appropriate management Director or their appointed person will act to resolve the feedback, concern, or complaint, aiming to satisfy everyone involved.
4. Within 10 days (about 1 and a half weeks), the management Director looking into the complaint, or their designate will write to the person who made the complaint. They will confirm that the complaint is being investigated, gather all necessary details, conduct a thorough investigation based on the issue's seriousness (including interviews, document reviews, and policy checks), and prepare a report with findings and recommendations for the CEO. If more time is needed, both the CEO and the complainant will be informed of the delay and the reasons in writing.
5. Within ten business days after a complaint is received, the CEO or their representative will examine the results of the investigation and write back to the person who complained. This response will explain the steps taken during the investigation and share the results.
6. Where the complaint involves the Chief Executive Officer, the complainant may submit their complaint in writing, by email or verbally directly to the President of the Board of Directors.
7. If the complaint suggests a crime has occurred, the CEO or their representative will inform the police. An internal review will be put on hold until the police finish their investigation, as outlined in the Abuse/Neglect Policy B-4.
8. Depending on what the feedback, concern, or complaint is about, a Serious Occurrence Report might need to be sent to the Ministry of Children, Community and Social Services.

### **APPEAL PROCESS:**

If someone disagrees with how their complaint was resolved, they can appeal by contacting the President of the Board of Directors within 10 business days after getting the CEO's response. They can appeal in writing, by email, or verbally, explaining their

concerns. The President will then organize a meeting with at least two Board members within 10 business days to review the appeal and will send a written reply.

#### **PROCESS REVIEW AND IMPROVEMENTS:**

CEO logs complaints, annually analyzes them for quality improvement, and reports to the Board of Directors. The CEO shares a monthly summary of complaints and Serious Occurrence Reports with the Board, who may request further reviews for continuous improvement.

Direct complaints to the Board are forwarded to the CEO, unless they are about the CEO.

Service recipients provide annual feedback on the process.

REFERENCES: Ontario Regulation 299/10 regarding quality assurance measures and Policy Directives for Service Agencies June 2012, updated January 1, 2021.

- Serious Occurrence Policy
- Abuse\Neglect Policy
- Conflict of Interest Policy