

POLICY

Title: Complaints Policy	Date Issued: July 7, 2010
Approved by: Board of Directors	Review due: July 7, 2012
Location: All	Revision# NEW
Signature: <i>Sandra P Cunningham</i>	Date signed: <i>April 18, 2012</i>
Policy #: O 2011-06	Union <input checked="" type="checkbox"/> Non-Union <input checked="" type="checkbox"/>

1. PURPOSE

Timiskaming Home Support is committed to providing high quality client centered services, programs with integrity, and without discrimination. In addition, we are committed to providing opportunities for clients, staff and volunteers to contribute to decision-making and dispute resolution.

2. SCOPE

This policy applies to all THS clients, staff and volunteers.

3. POLICY

The Long Term Care Act governs Timiskaming Home Support and it specifically outlines the requirement for agencies to have a complaints policy and procedure.

An approved agency shall establish a process for reviewing complaints made to it by a person about any of the following matters:

- a) A decision by the approved agency that the person is not eligible to receive a particular community service.
- b) A decision by the approved agency to exclude a particular community service from the person's plan of service.
- c) A decision by the approved agency respecting the amount of any particular community service to be included in the person's plan of service.
- d) A decision by the approved agency to terminate the provision of a community service to the person.
- e) The quality of a community service provided to the person or arranged for the person by the approved agency.

- f) An alleged violation by the approved agency of any of the person's rights set out in subsection 3 (1). 1994, c. 26 of the Long-Term Care Act.

As the nature of the service is long term, from time to time there may be conflicts that arise between clients and staff. It is important that all conflicts are handled in a respectful, professional manner and where needed, assistance will be provided to resolve the problem.

When a client believes that a particular incident or concern has not been resolved to their satisfaction they are encouraged to initiate the complaints process. This does not apply when the concern involves abuse or harassment it goes directly to **Step 3**. (see attached procedure).

4. DEFINITIONS

None

5. REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

None