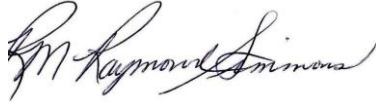


PROCEDURE

Title: Complaints Procedure	Date Issued: July 7, 2010
Approved by: RoseMarie Raymond-Simmons	Review due: January 2018
Location: All	Revision# 01
Signature: 	Date signed: January 14, 2016
No.: O 2011-06-A	Union <input checked="" type="checkbox"/> Non-Union <input checked="" type="checkbox"/>

1. PROCEDURE

The steps involved in the conflict resolution process are as follows:

STEP 1 (Recommended Step)

Direct the initial conversation to the person you have the concern with. If assistance is required an appropriate staff person will be designated to assist an individual through the process. There will be situations where Step 1 is not an appropriate option and therefore you may go directly to Step 2.

STEP 2

If the conflict cannot be resolved at Step 1 the Manager will facilitate a discussion between you and the person you are having a conflict with to look for a resolution. If the conflict relates to a Manager, contact the Chief Executive Officer at this step. The manager will investigate the complaint thoroughly including the interviewing of all parties. The manager will advise the Chief Executive Officer in writing of all complaints. If resolved, Manager to document resolution.

STEP 3

If the conflict cannot be resolved at Step 2 the complaint must be addressed in writing to the Chief Executive Officer. The individual shall explain in their own words the nature of the complaint, individuals involved and the expected resolution. The Executive Director will meet with all parties, review all documentation and communicate in writing, the outcome of the complaint.

STEP 4

If the conflict cannot be resolved at Step 3 the complaint must then go through the appeals procedure.

FINAL STEP

Under the Long Term Care Act, a client has the right to make final appeal to the Health Services Appeal Board. Areas of complaint include: eligibility, exclusion of particular services, amount of service and termination of service.

The individual is required to contact the Ministry of Health,

General Inquiry: 416-327-4327

TTY: 800-387-5559

Toll Free: 800-268-1153

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Web site: www.gov.on.ca/health

Exceptions to the process

1. Where the conflict involves a potential breach of the Employee Code of Conduct. (for example, an employee asks to borrow money from a client, or an employee treats an individual with disrespect)
2. The conflict/complaint constitutes an imminent safety hazard. (for example an unsafe transfer is used).Goes directly to **Step 3**.

Address:

Health and Long-Term CareHepburn Block, 10th Floor

80 Grosvenor Street

Toronto ON M7A 2C4

"Appeal Board" means the Health Services Appeal and Review Board under the Ministry of Health Appeal and Review Boards Act, 1998; ("Commission d'appel")

At any time an individual can make a complaint directly to the Local Health Integration Network, Health Care programs Northern Branch.

Request the Program Consultant responsible for Timiskaming Home Support

General Inquiry: 1-866-906-5446

Address:

North East Local Health Integration Network

555 Oak Street East, 3rd Floor

North Bay ON P1B 8E3

Local Health Integration Network

General Inquiry: 1-866-906-5446

CONTACT US

**DATE APPROVED or
REVISED: March 2010**

Chief Executive Officer
RoseMarie Raymond-Simmons
(705) 672-2254 or 1-800-361-5820

Exceptions to the process

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