



Service Participant Complaint Procedure

As an organization, Haldimand-Norfolk R.E.A.C.H. strives to provide you with the best possible service. This means we always welcome your suggestions and comments. They help us to improve how we deliver services to people in our community.

Although we try to ensure excellence in the work that we do, you may have a concern about services. We would appreciate hearing from you about your experience and work with you to resolve the concern.

It is important for you to know that there are a number of steps that you can take if you need to share a concern or make a formal complaint. We encourage you to follow the steps below to let us know your concerns, so we can work with you to try to resolve them.

Step 1...Sharing your concern, talk to your worker

First, try to talk to your worker to resolve the problem. You may choose to do this over the phone or in person. Most concerns can be resolved at this level.

However, if you are:

- uncomfortable or unable to talk directly to your worker about your concerns; or
- you are still concerned that the situation hasn't improved after the discussion with your worker

then, you may wish to take the next step and talk to the worker's direct supervisor.

Step 2 ...Speaking with a Direct Supervisor

Each staff person at Haldimand-Norfolk REACH reports directly to someone who supervises their work. To find out who you need to speak with, you can ask the Receptionist for the appropriate person's name, their title and phone extension. It is your choice whether you let your worker know that you will be contacting the person who supervises them to share your concern or make a complaint.

When you speak with the supervising person, they will need to know:

- What is the concern.
- What action, if any, have you already taken to resolve the concern.
- What you hope to have happen next.

The supervising person will consider all the information and respond to your concerns as soon as possible. They may arrange a meeting with you and if necessary, you and your worker, to try



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to resolve the matter by coming to some agreement. It may be possible to bring a person you trust with you to a meeting.

When the supervising person is not the Manager, the Manager will be involved to help resolve the concern. When needed, the Director of Service will become involved to help to resolve the concern. **Every effort will be made at this level to ensure that the concern is resolved.**

However, if you are unable to resolve the matter or reach an agreement as to how to proceed, you will be provided with a Service Participant Complaint Form which may be completed and be forwarded to the Executive Director of Haldimand-Norfolk R.E.A.C.H. for review and follow-up.

Step 3 ...Written Complaint to the Executive Director:

The Executive Director is responsible for managing all operations of the Agency. At this level, your concerns are expressed by using the Service Participant Complaint Form. In some cases, we can provide assistance to completing the form or direct you to an organization that can offer help in writing your complaint.

The Executive Director will speak to the Manager to find out more about the matter and what steps have been taken to resolve the concern. The Executive Director will call you, and in some cases, you may be invited to a meeting. Together with the Executive Director, your complaint will be reviewed, and a plan developed for next steps to seek a resolution.

Other Options Available to You

We hope that any complaint will be resolved using our internal Agency process. However, you do have other options to make a complaint. You may wish to use these options if you have not been satisfied with the internal process. You may also need to use these options if you have a complaint that is beyond the control, or mandate, of Haldimand-Norfolk R.E.A.C.H.

At any time, you may contact the applicable Ministry and speak to a Regional Office Program Supervisor.

Summary

- ✓ Tell the person with whom you have a concern;
- ✓ Contact the worker's direct Supervisor if necessary;
- ✓ Speak with Executive Director (if required, in follow-up to a written complaint).



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Corresponding Ministry for Haldimand-Norfolk R.E.A.C.H.'s Units

Unit	Ministry
Autism and Behaviour Services (some programs) Contact Haldimand-Norfolk Developmental Services Early Childhood Intervention Program (some programs) Regional Student Nutrition Program Youth and Justice Services (youth programs)	Ministry of Children Community and Social Services
Child and Youth Mental Health Services	Ministry of Health
Youth and Justice Services (adult programs)	Ministry of Attorney General
Early Childhood Intervention Services (some programs)	Public Health Agency of Canada

Office of Child & Family Services Advocate

2195 Yonge Street, 2nd Floor
Toronto, ON, M7A 1G2
1-800-263-2841

Ombudsman Ontario

125 Queens Park
Toronto, ON, M5S 2C7
1-800-263-1830

Should your worker or therapist be registered, certified, or licensed with any professional body, for instance:

- Ontario College of Social Workers and Social Service Workers
- College of Psychologists and Behaviour Analysts of Ontario
- College of Registered Psychotherapists of Ontario
- College of Nurses of Ontario
- College of Early Childhood Educators

You also have the right to call that College to pursue a complaint.

Thank you for helping us make our services the best they can be!