

GENERAL PUBLIC

ESCALATE YOUR COMPLAINT

If your problem is not resolved to your satisfaction with your first contact, we encourage you to escalate your complaint by phone, mail, fax or email.

Save yourself valuable time by collecting all of the relevant information before you make contact.

For example:

- ◆ Assemble any supporting documents concerning your complaint, if any.
- ◆ Obtain the names of any employees that were involved.
- ◆ Clarify the circumstances in your own mind and determine what you would like us to do.

When contacting us, please include a phone number or email address where you can be reached.

GENERAL PUBLIC

CONTACT INFORMATION

Phone: 905-384-3125

Fax: 905-384-1947

Email: mythoughts@ntec-nss.com

Website: <https://ntec.ntec-nss.com/>

Mail: Niagara Training & Employment Agency
Complaint/Feedback
120 Canby Street, P.O. Box 190
Port Robinson, ON L0S 1K0

When a complaint is received, the service provider or designate will provide acknowledgement of the complaint within 24 hours. It is the service provider or designate's responsibility to provide a resolution or update regarding the complaint within 15 days of receiving the complaint. We will do our best to answer your questions and resolve issues quickly. If your complaint cannot be resolved to your satisfaction through our internal complaints handling process, we will let you know what other options you may have available to you.

NTEC REGIONAL RESPITE PROGRAM

QUESTIONS, CONCERNS,
COMPLAINTS?

WE CAN HELP!

WE WANT TO HEAR FROM YOU



At Niagara Training & Employment Agency (NTEC) we do our best to make sure that the youth we support, their families and those in our community have an opportunity to share their concerns, questions and ideas.

YOUTH RECEIVING SERVICE

KNOW YOUR RIGHTS

RIGHT TO GOOD CARE

- ♦ Healthy, high-quality food
- ♦ Suitable clothing
- ♦ Access to education
- ♦ Medical care
- ♦ Say in medical decisions
- ♦ Respect for reasonable privacy
- ♦ Ownership of personal belongings

RIGHT TO SAFETY

- ♦ Not to be subjected to punishment
- ♦ Not to be physically *restrained* unless legally permitted
- ♦ Not to have essential needs removed
- ♦ Not to be ridiculed or humiliated
- ♦ Understand the rules

RIGHT TO YOUR FILE

- ♦ Access to your file
- ♦ Make modifications to your file
- ♦ Receive notifications about privacy breaches
- ♦ File a complaint with the privacy commissioner regarding confidentiality

RIGHT TO RECEIVE HELP

- ♦ Understand the process of filing a complaint
- ♦ Make a complaint without worrying
- ♦ Receive a response to your complaints
- ♦ Privacy to contact services for help

RIGHT TO FAIRNESS

- ♦ Share your thoughts on matters that concern you
- ♦ Participate actively in the services and decisions that impact your life.

RIGHT TO YOUR OWN IDENTITY

- ♦ Engage in activities that you enjoy
- ♦ Connect with your beliefs, community, and cultural identity
- ♦ Ensure that services align with your identity and self-perception
- ♦ Services should honour your culture, heritage and traditions

YOUTH RECEIVING SERVICE

KNOW YOUR RESPONSIBILITIES

WHAT ARE YOUR RESPONSIBILITIES AS A YOUTH RECEIVING SERVICES?

- ♦ Open communication with staff
- ♦ Take good care of your body both physically and mentally
- ♦ Attend school and complete homework
- ♦ Take responsibility for your actions
- ♦ Be helpful towards others and do your share of chores that are appropriate to your age/ability
- ♦ Respect other people's differences in gender, ability, race, colour, culture, religion, gender identification, and sexual orientation
- ♦ Respect others and their property

YOUTH RECEIVING SERVICE

MAKING A COMPLAINT TO NTEC

- ♦ You can make a complaint either verbally, or in writing to a staff member. This complaint can be made in private or in the presence of other children or people of your choosing.
- ♦ There is a complaint/feedback form available to fill out if you would like to do so, or this form can be completed on your behalf, if requested, or if your complaint is made over the phone.
- ♦ The person who receives your complaint will acknowledge your complaint within 24 hours by informing you that your complaint will be acted on or investigated either by themselves or another employee.
- ♦ The person who receives your complaint will determine the most appropriate person to handle your complaint. The person responding to the complaint will not be the person who the complaint was made against.
- ♦ The agency will determine what, if any, immediate action can be taken to respond to your complaint, and what, if any, supports you may require in order to participate in the agency's complaint review process
- ♦ When a complaint has not been resolved via the above steps (Step 1), the second point of contact will communicate with you as soon as possible or as determined with you.
- ♦ The majority of complaints will likely be resolved at Step 1 or Step 2; however, where a complaint cannot be easily resolved, it will escalate to the next level. A complaint can be escalated to a Supervisor, Manager, Director, CEO, Board of Directors, and finally to the Program Supervisor of the Ministry of Children, Community and Social Services.

MAKING A COMPLAINT TO THE OMBUDSMAN

- ♦ You have the right to contact the Ontario Ombudsman's Office if you have a complaint about a service you are being provided, or if you have questions about a service being provided under the Child, Youth and Family Services Act, 2017.
- ♦ You can Contact the Ontario Ombudsman independently and in private, or you can ask someone to assist you.

The Ontario Ombudsman's Office can be reached at
1-800-263-2841

Email: cy-ej@ombudsman.ca

POLICY:	CONCERNS AND COMPLAINTS – CHILDREN’S PROGRAMS <i>(Replacing policies: Concerns and Complaints-General and Complaints by a Child)</i>		
APPROVED BY:	Program Director	APPROVED ON:	March 29, 2023
LAST REVIEW:	May 2024	REVISED ON:	May 31, 2024

1.0 INTRODUCTION

This policy applies to complaints received about the service, actions, or lack of action by Niagara Training & Employment Agency (the Agency) as an agency, or a staff member or volunteer acting on behalf of the Agency.

The Agency holds the worth, dignity, and individuality of every human being as important. As a social service organization that supports people with a developmental disability, the Agency takes its professional obligations seriously and will conduct its services and operations honestly and ethically. We value all feedback, including concerns and complaints, and use information learned from them to help us improve the services that we offer.

It is important to keep a record of any complaint that cannot be resolved immediately. Information on such complaints must be recorded in the AIMS Complaints section in accordance with this policy.

If a child in the program has a complaint, the child has a number of people at their disposal that will hear the complaint. They include, support staff, parent, or official agents such as the child’s lawyer, an elected member of the provincial legislature and the Ontario Ombudsman. The child should have liberal access to all of these resources; however, if the child feels that they are not receiving a fair audience, they will never be denied access to the Ontario Ombudsman.

2.0 SCOPE/DEFINITIONS

All employees and volunteers are responsible to ensure that the Agency’s complaints-handling process is understood and followed at all times.

- 2.1 Any person or organization who is dissatisfied (the complainant) for any reason, may contact an Agency representative (staff or volunteer) to lodge a complaint verbally (by phone or in person) or in writing (by mail, fax, email).
- 2.2 If an employee wishes to lodge a complaint, they are to follow the complaint procedure found in the Agency’s Human Resources Policy and Procedure Manual. However, if an employee is submitting a complaint on behalf of a person supported, they should follow the procedure outlined below.
- 2.3 Complaints do not include those required to be reported as incidents or serious occurrences. For complaints of that nature, you must follow the Incident and Serious Occurrence Management policies.

3.0 PRINCIPLES

- 3.1 It is the Agency’s intent to resolve all complaints as promptly as possible at the first administrative level.
- 3.2 Review of complaints will be fair, impartial, and respectful to all parties at all times, always guarding against conflict of interest that may arise between the complainant and those who may be involved in the review, documentation, investigation, resolution and notification. When a conflict of interest is identified, a Manager of Operations (or designate) will seek further direction from the appropriate Director.

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- 3.3 Complainants will be advised of their options to escalate their complaint if they are dissatisfied with treatment or outcome at any stage of the complaint process.
- 3.4 Updates will be provided to the complainant at their request and no later than 15 days after the agency receives the complaint and subsequently at intervals no later than 15 days.
- 3.5 Complaints are used to assist in improving services, policies and procedures. Information from complaints will be used to determine measures that will be implemented to prevent the same complaints from reoccurring.
- 3.6 Complainants will be provided with clear and understandable reasons of the outcomes relating to their complaints in a version and language suitable to their understanding.
- 3.7 Personally identifiable information concerning the complainant is protected from disclosure unless the complainant expressly consents to its disclosure, or to the extent permitted by law.
- 3.8 The Agency will submit monthly reporting through SOR-RL, an analysis of any complaints received to determine whether any changes are required from the service provider in respect to the rights of children receiving service.
- 3.9 The Agency’s complaints-handling process will be reviewed at least annually to aim to enhance its efficient delivery of effective outcomes.
- 4.0 The process will be detailed for the child during admission and annually at each Plan of Care meeting to ensure that the child understands their rights in this matter. The Agency will make reasonable efforts to assist a child to express their concerns and complaints.
- 4.1 The agency will make all reasonable efforts to ensure that any person who is informed of the results of the complaint are able to fully understand the results.
- 4.2 The Agency has information about the complaints procedure on the NTEC website.

4.0 PROCEDURE

- 4.1 A child can make a complaint either verbally, or in writing to a staff member, either in private or in the presence of other children and the Agency, or a person designated by the Agency.
- 4.2 The parent or any other person representing the child in care can make a complaint either verbally or in writing to a staff member and the Agency or a person designated by the Agency.
- 4.3 An Agency Complaint/Feedback form is available to fill out electronically or by hand should the complainant wish to do so. Alternatively, the Complaint/Feedback form can be completed on someone’s behalf if requested, or if you are taking information over the phone.

4.4 STEP 1 – First Point of Contact

- .1 A staff person who initially receives a complaint will acknowledge to the complainant that the complaint will be acted on or investigated either by themselves or another employee within 24 hours of receiving the complaint. If a more specific timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information, including name, phone number and email address as appropriate, should immediately be recorded.

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Note: If a volunteer receives the initial complaint, they must obtain the basic contact information, including name, phone number and email address as appropriate. They must forward the details immediately to the appropriate agency staff member who will acknowledge having received the complaint within 24 hours.

- .2 It is the responsibility of the First Point of Contact to determine the most appropriate person to handle the complaint, likely the person who has the specific knowledge that is needed to resolve the problem. The person responding to the complaint should not be the person of whom the complaint was made against.
- .3 The Agency will determine what, if any, immediate action can be taken to respond to the complaint, and what, if any, supports the child or the person making the complaint may require in order to participate in the Agency’s complaint review process
- .4 If the First Point of Contact is a staff member, they will begin a report in the AIMS Complaints section. The complainant’s basic contact information including name, phone number and email address should be recorded as appropriate, as well as the steps taken thus far and any conversations had with the complainant.

4.5 **STEP 2 – Second Point of Contact**

- .1 When a complaint has not been resolved at Step 1 and has been transferred, the Second Point of Contact will communicate with the complainant as soon as possible, or as determined with the complainant at Step 1.
- .2 The Second Point of Contact will ensure that all actions taken and dates are recorded in the complainant’s AIMS file.

4.6 **STEP 3 – Further action required**

- .1 The majority of complaints will likely be resolved at Step 1 or Step 2; however, where a complaint cannot be easily resolved, it should be escalated to the next level.
- .2 Depending on where the First Point of Contact occurred, a complaint can be escalated to a Supervisor, Manager, Director, CEO, Board of Directors, and finally to the Program Supervisor of the Ministry of Children, Community and Social Services.
- .4 Every attempt should be made to resolve escalated complaints so that all complaints are resolved in a timely manner. If this is not possible, the reason for the delay should be noted in the complainant’s AIMS file.

5.0 **DOCUMENTATION**

- 5.1 It is important that information is recorded in AIMS at all levels of the process, including a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.
- 5.2 The date must be recorded for each step taken at all levels of the process.



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5.0 REFERENCES

- HR Concerns and Complaints Policy
- Incident and Serious Occurrence Management Policy

6.0 POLICY CONTACT

Direct Supervisor



NIAGARA
Support Services

COMPLAINT / FEEDBACK FORM



This form can be used by anyone wishing to submit a complaint or provide feedback, either on their own behalf or for someone else, or an employee or volunteer taking a verbal complaint/feedback.

It can be delivered in any of the following ways:

Email: mythoughts@ntec-nss.com

FAX: 905-384-1947

Mail: NSS-NTEC Administration Office
Complaint/Feedback
120 Canby Street, PO Box 190, Port Robinson, ON L0S 1K0

In person: at the above address during regular business hours Monday-Friday 8:30 am to 4:30 pm

We value all feedback and thank you for your time in providing your input.

Person completing form:	Date completed:
This form is being completed: ☐ On my own behalf ☐ On behalf of: _____	
Is this complaint related to a rights restriction? ☐ YES ☐ NO <u>If YES</u> , go directly to PART 2 below.	
What is the nature of your complaint? (If handwriting, please use extra space on page 2 if necessary.)	
We would like to contact you to discuss your concerns as soon as possible. How would you like us to reach you? ☐ Phone: _____ ☐ Email: _____ ☐ I prefer not to be contacted. I am simply providing information.	

PART 2 – to be completed if complaint is related to a rights restriction of a person receiving direct service from NSS or NTEC (please use extra space on page 2 if needed.) Your complaint will be investigated in accordance with the Agency's Rights Review Committee policy.

What right do you believe has been restricted?
When did this occur?



PART 2 – to be completed if complaint is related to a rights restriction of a person receiving direct service from NSS or NTEC (please use extra space on page 2 if needed.) Your complaint will be investigated in accordance with the Agency’s Rights Review Committee policy.

Where did this occur?
What happened?
Has this occurred more than once? About how often has this happened?
Have you talked with anyone else about this? If YES, with whom?
Is there anything else that you would like to say about this that we did not ask you?

Please use the space below for any additional comments.

OFFICE USE ONLY

Did follow-up occur with the complainant once the complaint was resolved? If Yes, how and what was the outcome? If No, provide reason.