



TAYSIDE COMMUNITY RESIDENTIAL & SUPPORT OPTIONS COMPLAINTS POLICY

Tayside Community Residential & Support Options is committed to providing respectful, quality services to the people we serve, their families and other members of the community. We work to deliver person-centred programs and services and remove barriers to inclusion. However, because concerns, complaints and disagreements may arise from time to time as we interact and work together, this policy outlines our approach to complaints.

Complaints involving suspected or witnessed abuse or that may constitute a criminal offense will be immediately directed to the Police.

Every effort will be made to ensure:

- Conflicts of interest that may arise between the person who makes the complaint or provides feedback and those who may be involved in the review, documentation, investigation, resolution and notification are identified and avoided.
- The review of complaints is free of any coercion or intimidation or bias either before or during or after the review.

COMPLAINTS POLICY

1. The complaints policy and related procedures are not meant for the purpose of addressing housing maintenance requests or for emergency situations.
2. No negative repercussions on a person will occur as a result of filing a concern or complaint. Feedback to Tayside Community Residential & Support Options is encouraged and will be used to improve services and programs.
3. All concerns and complaints will be taken seriously, be dealt with impartially and be responded to quickly and in accordance with complaints procedures document.
4. When a concern or complaint arises, Tayside Community Residential & Support Options will work with the people directly involved to resolve the situation in a timely and informal manner to the extent that the situation permits. Informal conflict resolution is grounded in prompt and active discussions characterized by a spirit of goodwill with the aim of resolving the issue without the need to escalate the matter to a higher staff level.
5. A formal dispute resolution mechanism will be used for issues and circumstances that cannot be resolved through informal approaches or for situations of a serious or complex nature such as a situation of serious misconduct or harassment.

6. When a concern or complaint involves Tayside Community Residential & Support Options staff, the person(s) will be informed and will participate in resolving the issue.
7. A record of all formal complaints will be kept. Information in these records will be shared upon request in accordance with privacy legislation.
8. This policy and related procedures will be available on the Tayside Community Residential & Support Options website. Hardcopies of the document will be made available upon request.
9. Each person and their family/guardian (if applicable) will receive a copy of the Complaints Policy and Procedure when they begin receiving service from Tayside Community Residential & Support Options.
10. This policy and related procedures comply with complaint related requirements outlined in the various legislation and regulations applicable to Tayside Community Residential & Support Options.
11. A summary of formal complaints and their resolution status will be prepared and submitted to Tayside Community Residential & Support Options Executive Director at least quarterly.