

	Peel Cheshire Homes (Brampton) Inc.	OPERATIONAL POLICY # DC17
Issued: November 18, 2016		Page 1 of 3
Revised: May 20, 2025	Section: Direct Care	
Signed: 	Subject: Residential Complaint	

Purpose

Every resident of Peel Cheshire Homes (PCH), their family members, or a member of the community has the right to make a complaint. PCH commits to reviewing all complaints in a fair, respectful, confidential, and timely manner. PCH recognizes that complainants have the right to appeal the results of PCH's decision.

Definition

For the purposes of this policy, a complaint is defined as a statement of dissatisfaction with care or service being provided that is considered important enough to communicate in verbal or written form to the organization.

Policy

PCH's complaints policy sets conditions that will be upheld and outlines a procedure for dealing with complaints.

PCH recognizes that any effective conflict resolution process is based on principles and rights of administrative fairness. These include:

- The right to fair and equitable service;
- The complaints process is an integral component of overall quality assurance;
- The need for and the benefit of accountability to the residents, their families, and to the general public;
- The complaints process must be accessible to all persons;
- Forms used in the complaints process are to be in a simple, straightforward format;
- Confidentiality will be respected at all times during the complaint resolution process;
- Plaintiffs may bring an interpreter/translator and can rely on their services at any stage throughout the complaints process;
- Any meetings or hearings forming part of the complaints process shall be held in a place that is accessible to all parties involved;
- Plaintiffs have the right to seek advice/help and be accompanied at any/all stages in the complaints process by an advocate or support person;
- Residents have a right to complain as recipients of services, and should not fear any repercussions or retaliation or barriers to the service PCH provides as a result of making a complaint;
- The documentation about the complaint will be kept in a Complaint file separate from the person's regular file;
- It is the responsibility of the Executive Director to track and respond to any trends identified through the complaints resolution process.
- A written analysis of all formal complaints will be conducted annually to determine any trends, areas that may need performance improvement, and any actions that may have to be taken.

 Peel Cheshire Homes (Brampton) Inc.	OPERATIONAL POLICY # DC17	
	Issued: November 18, 2016	Page 2 of 3
	Revised: May 20, 2025	Section: Direct Care
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Procedures:

PCH's clients will be informed of our procedures regarding complaints about our programs or services. PCH's Complaint Policy and Complaint/Feedback Form will be kept in the policies and procedures handbook.

1) *Informal Complaints (Verbal):*

An informal complaint is a comment communicated verbally on an operational matter that can be readily resolved by a staff member or if the response from the support worker is unsatisfactory to the person, then it is passed onto the Residential Supervisor. The Residential Supervisor must provide a verbal response in three (3) days.

Records of informal complaints will be maintained by the appropriate manager and will be monitored for ongoing trends and to inform improvement activities.

2) *Formal Complaints (Written)*

A formal complaint is a written complaint where the complainant wishes the issue to be referred to The Residential Operations Manager, the Executive Director, or the Board President and/or any complaint that relates to PCH's policies, procedures, or individual or public safety.

Formal complaints regarding the actions or decisions of any PCH staff, service, or program shall be reported to the appropriate manager who shall document the complaint in writing on the Complaint Feedback Form. The manager will acknowledge receipt of the complaint to the person within 48 hours of receiving the complaint.

For making a formal complaint:

- Complete and submit a Complaint/Satisfaction Form at step 1 to the Residential Operations Manager, at step 2 to the Executive Director at step 3 to the Board President (through the office of the Executive Director)
- Acknowledgement of the receipt of the complaint within 48 hours will be provided.
- Investigation of the complaint/allegations.
- Making a finding and delivering a written response within twenty (20) business days informing the complainant of the outcomes of the Residential Operations Manager's findings and any changes to policy, procedures, or programs as a result of their complaint.
- If you are not happy with the Residential Operations Manager's response, you may then escalate the complaint to step 2 within five (5) business days to the Executive Director. The Residential Operations Manager will pass the complaint and all previous documentation onto the Executive Director.
- The Executive Director will review the complaint and present their findings to you within twenty (20) business days. If the Executive Director's findings are unsatisfactory to you, then you can ask to escalate to Step 3 within five (5) business days. The Executive Director will pass the complaint with all previous findings to the Board President to make a decision.

PCH commits to informing you of the outcome within twenty (20) business days after each step in the complaint process. The Plaintiff will be provided with clear and understandable reasons for the decisions relating to the complaint.

	Peel Cheshire Homes (Brampton) Inc.		OPERATIONAL POLICY # DC17
	Issued: November 18, 2016		Page 3 of 3
	Revised: May 20, 2025	Section: Direct Care	
	Signed: 	Subject: Residential Complaint	

Appeal Process

- If you are not satisfied with the outcome of the complaint, you have five (5) business days in which to appeal the decision to the next level.
- If after all internal reviews are completed, and you are still not satisfied with the outcome, you have within ten (10) business days of receiving the final written report the right to request the Executive Director to designate a qualified impartial third party who will have responsibility for hearing, reviewing, and resolving the complaint. Any costs associated in hiring the third party are to be shared equally between Peel Cheshire Homes Brampton and the Complainant.

Quality Assurance

On an annual basis, the Management Team will review all formal complaints to determine trends, areas needing performance improvement, and actions to be taken, if applicable.

Any employee who knowingly misrepresents or falsifies documentation will be subject to disciplinary action, up to and including termination from employment.

Any employee who fails to follow the guidelines set out in this policy may be subject to disciplinary action up to and including termination of employment.

References

Complaint/Feedback Form