

**REGIONAL SUPPORT ASSOCIATES
Departmental Procedures**

Department: Regional Support Associates – Woodstock Hospital
Procedure: **Consumer Complaints**
Location: V:\RSA – Departmental Procedures
Document Owner: Regional Support Associates
Approval(s): RSA Director, Jason Young Other:

Signature (if applicable)



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PURPOSE

To ensure a consistent process to receive and respond to concerns, and complaints about RSA's services. A complaint will be considered to be any verbal or written expression of dissatisfaction with any aspect of RSA's services.

Expression of concerns will be encouraged and complaints viewed as opportunities for discussion to resolve any misunderstandings, to address any problems and to improve the quality of RSA services.

PROCEDURES

- All individuals, their families and any other supporters/caregivers will be provided with information about the process for expressing complaints at the onset of receiving services.
- A copy of the Consumer Complaints Procedure will be made available upon request to any individuals receiving services, any person acting on their behalf or to the general public.
- Expression of complaints can be made to any RSA staff or representative.
- Complaints will be listened to respectfully and attended to seriously within a timely manner.
- Attempts will be made to address and resolve all complaints to the mutual satisfaction of the person expressing a concern/complaint and the agency, wherever possible.
- Consumers will be invited to bring a family member, friend or other advisor with them to any meetings regarding a discussion of their concern/complaint.
- RSA has a commitment to ensuring there are no barriers to anyone who expresses a concern/complaint and assures that services will not be negatively impacted or withdrawn as a result of a concern/complaint.
- Any concern/complaint involving an alleged, suspected or witnessed abuse will be responded to in accordance with RSA's Abuse Prevention and Reporting Procedure, including reporting to the police as required.

This procedure is published as part of an electronic document repository.
The user is responsible for referencing the most recent published electronic version.

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A.) Steps to Resolve Complaints

1. Verbal discussion of the concern, problem and/or complaint should occur directly with the RSA staff member most involved with providing services.
2. If the concern/complaint is not resolved, verbal discussion of the concern, problem or complaint should occur with RSA Management.
3. If the concern/complaint is not resolved a verbal discussion of the concern, problem and/or complaint should occur with the RSA Director.
4. If the concern/complaint is still not resolved, a formal expression of the complaint should be put in writing and forwarded to the RSA Director.
5. Formal written complaints should provide information about what the complaint is based on including a description of the concern/problem, date and place where it occurred, and any RSA staff members involved. The person forwarding the complaint should provide their name, address and telephone number, so a formal response to the complaint can be provided.
6. The RSA Director will provide a written response within ten (10) business days, noting any action taken to address the complaint and any decisions and reasons for decisions in relation to the complaint
7. If the concern/complaint has still not been resolved to the complainant's satisfaction, a request can be made to have the formal written complaint brought forward to the RSA Advisory Committee.
8. The RSA Advisory Committee will respond in writing to the formal written complaint within a thirty (30) day period following the request to have the complaint reviewed.

B.) Retention and Monitoring of Formal Complaints

1. A record of consumer complaints will be maintained by the RSA Director.
2. All formal written complaints will be retained for a period of five years.
3. Summary and analysis of complaints will be prepared by the RSA Director and reviewed by the RSA Advisory Committee on an annual basis for the purpose of improving service.