

	ADMINISTRATION	Parent Issues and Concerns	CC #20
ADM	Approved by: Chief Executive Officer Date Approved: December 4, 2012 Reviewed: July 12, 2018 Next Review Date: July 12, 2021		
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POLICY

Clients have a right to complain about their experience or any aspect of FIREFLY with which they are not satisfied.

A process is in place to follow up verbal or written complaints in order to improve a situation or to allow the complainant a better understanding of the system. Every complaint will be viewed as an opportunity to enhance client services and reduce the possibility of risk.

Where a complaint has potential legal implications, the Chief Executive Officer (or designate) shall be informed immediately. The CEO or designate will notify the Chairperson of the Board of Directors within 24 hours of having knowledge of the complaint.

PROCEDURE

1. The FIREFLY staff person receiving the complaint will talk to the person making the complaint to determine what the issue is and what action they would like to resolve the issue. If the complaint is verbal, a verbal response at that time may clarify and resolve the concern.
2. If the complainant's concern is not resolved, the staff person will provide the complainant with contact information for his/her Supervisor.
3. The staff person will complete the Complaint Form – Initial and forward the completed form to all FIREFLY managers indicated on the form.
4. The Supervisor will meet with the complainant and may also invite the staff person to help clarify the issues and arrive at an acceptable solution.
5. If the complainant's concern is not resolved, the Supervisor will provide the complainant with contact information for the Chief Executive Officer (CEO) or designate.
6. The Supervisor will complete the Complaint Form – Follow-up and forward the completed form to all FIREFLY managers indicated on the form.

7. The CEO or designate will meet the complainant and may also invite the staff person and his/her Supervisor to review the concern and explore possible solutions. The CCEO or designate will consider all of the information and inform the complainant of his/her decision in writing within 10 working days.
8. If the complainant's concern is not resolved, the CEO or designate will provide the complainant with information on how to take their concern to the Board of Directors. The CEO or designate will make an appointment for the complainant with the appropriate Board Committee.
9. The CEO or designate will forward to his/her decision letter to the Board Committee.
10. The Board Committee will meet with the complainant within 30 days to review the concern. The Board Committee will review the facts with the Board of Directors who will provide their decision in writing within 10 days of the meeting with the complainant.
11. If the complainant's concern is not resolved, the Board of Directors will provide contact information for the appropriate funding Ministry.

All complaints will be reported in the Quality Assurance report by Service and Type of Complaint. This report will be reviewed by staff, management and the Board of Directors.