

SERVICE COORDINATION DES SERVICES			
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Section: 1.0	FEEDBACK MANAGEMENT	Issue Date:	October 2011
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POLICY & PROCEDURE			

1.0 DEFINITIONS

2.0 POLICY AND PURPOSE

Service Coordination des services will listen and respond in a timely manner to any feedback its service users have regarding the services it provides.

People providing feedback will not experience any problems from Service Coordination des services.

A service user and/or their family will receive a copy of this policy and procedure at the first meeting held with a Service Coordination des services worker and it will also be on the following websites:

www.scsottawa.on.ca

www.respiteservices.com (Ottawa)

www.dsontario.ca (Eastern Region)

Service Coordination des services will ensure that this feedback process will be accessible to everyone.

Our goal as an organization is to continually improve the supports and programs that we provide and this policy will help us do our work to the best of our ability.

Contact us if you receive a service from us, are a family member/representative or anyone else who has feedback regarding our service.

Feedback can either be in the form of praise of the service or a complaint.

At any time you can ask someone to help you provide us with your feedback.

If you are not satisfied with the service we provide you can make a written complaint at any time. We encourage you to talk to the worker you are complaining about before you make a written complaint.

Service Coordination des services staff will be informed of feedback about his/her service and will be a part of resolving any concerns.

3.0 PROCEDURE

This procedure applies to praise and complaints towards the services provided by Service Coordination des services and not about third party, partner services, services not readily available in our community and any legislative requirement.

Service Coordination des services employees will provide a copy of this procedure to anyone wishing to lodge a complaint.

3.1 To provide a feedback complaint

Stage 1: Try to resolve the complaint with the person you have a complaint with by talking to them directly and if you are not satisfied you can talk to the worker's Supervisor.

If the complaint is about the way the service operates talk to the Supervisor/Director.

The person you talk to will automatically provide you with this operating policy and procedure when you make a verbal complaint unless you are satisfied with the solution or you already have a copy of the process.

Stage 2: If you are not satisfied with the result of talking with your worker or his/her supervisor you can submit a written complaint to Director. He/she will get back to you in writing and if required by telephone within 5 working days of receiving the written complaint, the staff responsible will also inform the Executive Director of the complaint and steps to resolve the complaint.

Stage 3: If you are not satisfied with the result of the written response at stage 2 you can make a written complaint to the executive director or designate 10 days after the date identified on the written correspondence to you at stage 2. He/she will respond to you in writing and if required by telephone within 10 working days of receiving the complaint.

3.2 General:

All written complaints will provide the following information: your name, address and phone number, the nature of the complaint, the identification of the employee involved (if applicable), a statement of facts, the date on which the complaint was lodged and the service user's signature and contact information of the person helping make the complaint. (Attached form)

3.3 Service User's Feedback Records

3.3.1 All feedback filed with Service Coordination des services will be maintained in a central location and in a Feedback Records section of the file.

3.3.2 A record contains all correspondence, notes, proceedings, etc., on the examination and findings relative to the feedback.

- 3.3.3 A Feedback Record is deemed to be confidential and can be accessed only by those who are authorized in accordance to privacy regulations and by those investigating the complaint.
- 3.3.4 When a decision is made regarding a complaint that has been filed by someone, or when all conclusions have been provided to him/her, the Executive Director closes the file. The Executive Director enters the closing date into the Central Complaint Record and informs the Supervisor/ Director of the closure.
- 3.3.5 The record is destroyed 5 years following its closing, unless the Executive Director deems it appropriate to keep it open for a longer period of time.

3.4 Praise Feedback about Service Coordination des services

Contact the worker, supervisor, director or executive director when you want to provide praise about the service provided by Service Coordination des service. Praise can be provided in an email, written or through a conversation.

This praise feedback will be used by us to understand what we do well so we can continue to do well.

4.0 ATTACHMENTS

[Feedback Form](#)

5.0 REFERENCES AND RELATED POLICY AND PROCEDURE
