FAMILY VISIONS INCORPORATED
POLICY AND PROCEDURE MANUAL

<table>
<tr><td rowspan="2">POLICY:

COMPLAINT/GRIEVANCE</td><td></td><td>POLICY NO: GEA-004</td></tr>
<tr><td rowspan="2">DATE ISSUED:
February 16, 2022</td><td>PREVIOUS POLICY DATE/NAME:
September 28, 2011
Complaints and Grievances Supported Individual, Complaints and Concerns from Community, Internal Communication</td></tr>
<tr><td>RELATED DOCUMENTS:</td></tr>
<tr><td>APPROVED BY:
Board of Directors</td><td colspan="2">DISTRIBUTION:
Board Policy</td></tr>
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An organization is a group of people, coming from different walks of life, having different values, culture and perception. So, while pursuing the organizational objective, differences in opinion often take place, leading to inconvenience and conflict. If this continues for the long term, it may result in a complaint or grievance.

A complaint can be any act, treatment, behavior or state which a supported individual, an employee, volunteer, or board member perceives as unfair or unjust.

Grievance refers to the legitimate complaint made by an employee, regarding unjustified treatment, concerning any facet of their employment.

Whether the complaint is a legitimate grievance or not, the employee is concerned enough to come to you with a problem. This concern demands action on the part of the supervisor to clarify or correct the situation. A grievance is a complaint against management. So, it's not a grievance if two workers have a personal disagreement.

Note: This is **NOT** the procedure for reporting Abuse - See Residential Care Licensing Manual subsection 8.2 – Abuse

Procedure:

1. Any person who receives a service or is impacted by the service from Family Visions, Inc., can make a complaint. If necessary, in the case of a supported individual, a person can ask a representative to make the complaint on their behalf. (eg. FV staff Member, Service Worker, Family Member, Substitute Decision Maker)

2. Complaints may be made verbally or in writing.
   - Verbal complaints can be made in two ways:
     i. Telephoning the Executive Director at the Family Visions Office
     ii. Speaking to Family Visions Executive Director or Program Directors in person

   - Submit your complaint in writing, setting out the nature of your complaint in as much detail as possible and sending your letter to the Executive Director using mail or email.
   - If the complaint relates to the Executive Director, the Family Visions Board Chair will receive notice of the complaint either verbally or in writing. The Chair or Designate will follow the process outlined here to address the complaint consistently and fairly.

3. Response Times
   All telephone calls requesting a return call received will be returned no later than the end of the next working business day. Letters will be acknowledged within 3 working days on receipt and a full reply will be sent within 14 working days of receipt.
   At all stages the complainant will be kept informed as to what is happening with their complaint or appeal. If for whatever reason it is not possible to deal with the complaint within the published time scale then the complainant will be informed of this, and a reason given.

4. A meeting may be convened between the person (and their representative if necessary) and the Executive Director/or designate who has not been involved in the complaint. This will take place within 14 days of the matter being reported either by telephone or in written form.

   The Executive Director/or designate looking into the complaint will prepare a written statement of their findings and any recommendations.

   If the person complaining is not satisfied with the decision, they then have the option to appeal within ten (10) working days of receiving the findings and recommendations to the Chairperson of the Board.

   If a complaint or concern is received by the Chairperson of the Board of Directors, the Chairperson of the Board will contact the Executives of the Board and together with the Executive Director will discuss the complaint/grievance and determine the best course of action.

   The purpose of the complaints procedure is not to apportion blame. It is to investigate complaints to the satisfaction of complainants (while being fair to all involved) and to learn any lessons for improvement in service delivery. Inevitably however, some complaints will unveil information about serious matters which indicate a need for disciplinary investigation.

The guiding principle will be that when the disciplinary procedure is invoked, the complainant receives the same consideration and level of information as if the matter had been dealt with through the complaints procedure. The complainant should be able to understand what happened, why it happened and what action has been taken as a consequence to ensure that it does not happen again. The complainant should be informed in general terms of any disciplinary sanction imposed on any staff member

5. A record of a complaint and its outcome should be kept and this should be filed separately from the individuals records. Individuals will still have access to this through the provisions made by Family Visions Inc.

6. The Executive Director will oversee complaints received by the organization.

7. Arrangements for dealing with complaints will be monitored by the Executive Director to identify trends and to ensure appropriate action has been taken. Spot checks may be made to verify that action resulting from a complaint has been implemented.

8. The occurrence of an action, situation, circumstance or event, whether deliberate or unintentional, which causes loss, injury, or adversely affects the health, life, safety, or well-being of a resident must be submitted to the Department of Families on an Incident Report in compliance with the Residential Care Licensing Manual "Part L".
   - Executive Director will approach the applicable Community Service Worker to determine if the Department of Families will be proceeding with an investigation into the matter.

9. If the complaint relates to the Executive Director, the Family Visions Board Chair will receive notice of the complaint either verbally or in writing. The Chair or Designate will follow the process outlined here to address the complaint consistently and fairly.

NOTE: members of MGEU are governed by contractual agreement and are encouraged to use Article or Article 36 of this agreement as appropriate.