FAMILY VISIONS INCORPORATED
POLICY AND PROCEDURE MANUAL

POLICY: **COMPLAINTS AND GRIEVANCES** **(Supported Individuals)**		POLICY NO: SI-002
	DATE Issued: September 28, 2011	PREVIOUS POLICY NO/NAME: Complaints & 'grievances - Supported Individuals SI02-20
	DATE Reviewed: July 2022	RELATED DOCUMENTS: *cross reference with policy Complaint/ Grievance GEA-004*
APPROVED BY: Board of Directors	DISTRIBUTION: FVI Policy APPLICATION: Supported Individuals	

POLICY:
It is the right of Supported Individuals to be able to communicate concerns and for these concerns to be successfully resolved as they arise. (Note: This is **NOT** the procedure for reporting Abuse - See Residential Care Licensing Manual subsection 8.2 – Abuse)

PROCEDURE:
Supported Individuals and their support network are encouraged at all times to communicate on any situation or attitude that they consider to be unfair.

Supported Individuals are at liberty to communicate their concerns at any time to:

1. Family Visions Inc. Employees
2. Executive Director/designate
3. Community Service Worker
4. Support network/Substitute Decision Maker or Public Guardian Trustee

The person who receives the complaint/grievance will report the concern to the Executive director/designate who will investigate the concern and provide an appropriate follow-up. If the complaint/concern is regarding the Executive Director, then the complaint/concern must be reported to the Board Chair/designate.

If the Supported Individual or person in their support network still feels that their complaint/grievance is not resolved, then they can contact Community Living Disability Services (CLDS) who will address their complaint/grievance with the Agency on the Supported Individual's behalf.

Please refer to Policy GEA-004 Complaint and Grievances for details around making a complaint known, the process by which complaints are heard, and resolution.