

Complaint / Grievance

POLICY

All companions and their identified family members associated with Cascadia are provided with opportunities to voice their concerns or complaints / grievances regarding:

- Treatment by contractors or professionals in Cascadia facilities and homes.
- Treatment by other clients within the home.
- Rules and regulations of the program.
- Basic rights and responsibilities.

Companions and their family members have a right for their views to be heard and considered in decisions affecting them. No retributive action is to be taken towards a client or any of their family members for holding a particular point of view.

Companions have the right of access to the Program Director and the Leadership Team so that their grievances or complaints may be effectively dealt with in a timely and satisfactory manner. All companions also have the right to access family, professional liaison and any community advocate - i.e. ombudsman for support or assistance at any point during the grievance process. All Cascadia coworkers, interns and volunteers will make efforts to assist clients in accessing advocates as requested.

PROCEDURE

Companions who have complaints / grievances must be provided with the following information:

- Complaints/ grievances are to be made in writing wherever possible and managed directly with the source of the grievance if possible.
- If dealing with the source is not possible the companion can access any coworker or member of the Leadership Team for assistance. If no resolution is found at this point, a companion can then access the Leadership Team or Program Director to find a satisfactory resolution to the issue.
- Whether it is the Leadership Team or Program Director or President of the Board, a response is made in person within 5 working days of receiving the grievance to the companion.
- Companions are informed by coworkers of further assistance available to them from outside the agency, i.e. Community Living of British Columbia, Ombudsman etc.
- All procedures must be documented on an Incident Report.

Companion complaints / grievances are managed in the following order of attention and written documentation of the situation must be presented at each review:



Complaint / Grievance

1. COWORKER, INTERN OR VOLUNTEER

Companions who have a grievance that concerns a particular coworker, home leader, intern or volunteer should first speak to whomever the problem is with to see if the issue can be resolved. If unresolved the companion should inform their point person, workshop leader or another coworker in the home. The coworker who has been informed must then inform the appropriate people about the concern (this may include family members, other coworkers, etc.). They must also explain that the companion has a right to call upon a person of their choice to assist them as an advocate and contact outside the facilities and homes if desired to help to resolve the issue.

2. PROGRAM DIRECTOR /HOMES SUPERVISOR

If the situation remains unresolved within the day program or house, the client has the right to approach the Program Director or Home Share Monitor to request support with resolving the matter.

3. LEADERSHIP TEAM

If the Program Director/Homes Share Monitor is not able to resolve the issue in a manner which the client finds satisfactory, the client can approach the Leadership Team.

4. BOARD OF DIRECTORS

If the situation remains unresolved the client has the right to approach the Board of Directors to have the matter resolved. Once the matter has been brought to the Board of Directors, a resolution will be found within 7 days and will be put in writing. If the board response is still not to your satisfaction you have the right to contact a community advocate.

Where possible, complaints are to be documented and forwarded to a coworker, Program Director, Leadership Team or President of the Board of Directors as soon as possible. Responses to complaints will be provided in writing and forwarded to companions and family (if applicable) within 5 working days of receiving the complaint.

Cascadia Society	604 987-3407
CLBC	604 981-0321
VCH Licensing	604 675-3800

Responsibility of: All Coworkers, Home Leaders, Interns
Monitored by: Leadership Team

Step by step VCH Compliments & Complaints guide:

visit <http://www.vch.ca/about-us/contact-us/compliments-complaints>

OR follow these steps:

1. Go to <http://www.vch.ca>
2. Click "About Us"
3. Click "Contact Us"
4. Choose Compliments & Complaints from the expandable menu
5. Follow the instructions to file your compliment/complaint

OR contact VCH via phone number provided on the same page (at the bottom).