

<b>POLICY &amp; PROCEDURE Title</b> Accessible Customer Service – Feedback and Complaints	
<b>Category</b> Human Resources, Organizational Development & Equity	
<b>Sub-Category</b> Accessibility	<b>Version #</b> 2
<b>Approver</b> V.P. Human Resources, Organizational Development & Equity	<b>Owner</b> Director, Human Resources & Organizational Development
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## 1.0 Purpose

*Include brief statement(s) about the overall purpose of the policy, i.e. what outcome(s) is the policy intended to achieve?*

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standards for Customer Service, (Ontario Regulation, 429/07). This policy is available in accessible formats upon request.

## 2.0 Scope

*Include brief statement(s) that identify to whom (e.g. specific people or groups) and to which specific items the policy applies. Specify exclusions to clarify scope, if needed.*

These procedures and practices apply where Home and Community Care Support Services (HCCSS), HNHB provides its goods and services on premises that it owns or operates, and if the public and other third parties have access to these premises.

## 3.0 Definitions

*Set out definitions of key terms used.*

N/A

## 4.0 Policy Statement(s)

*Policy statements are about identifying the broad principles or standards of expected action or behaviour and/or compliance.*

The organization strives to improve the ability of our patients/customers to access our goods and services. For this reason the compliments, suggestions and complaints of our patients/customers are important as they may contribute to service improvements.

Whether feedback and complaints are received in person, by telephone, in writing, electronically or otherwise, staff will:

- Demonstrate respect for the patient's/customer's dignity and independence
- Acknowledge to the patient/customer that you understand the patient's/customer's comments

## 5.0 Procedures and Responsibilities

*Include brief statement(s) identifying actions and responsibilities and the positions responsible for carrying out the steps aimed at ensuring the policy is adhered to.*

### **Application**

This feedback and complaints process applies to feedback and complaints about the manner in which HCCSS HNHB goods and services are provided to persons with disabilities.

### **How to Provide Feedback or Make a Complaint**

The organization will make information about this feedback and complaints process readily available to the public through its website, or in writing if requested.

Feedback or complaints about the delivery of goods and services from persons with disabilities may be given in person, by telephone, in writing or electronically.

Information about the feedback and complaints process and, where applicable, of the progress and outcome of a person's particular situation will be provided in a format that takes the person's disability into consideration.

To improve the organization's ability to effectively address the situation, feedback and complaints should be received as soon as possible.

The organization recommends that feedback or complaints be given to the person directly involved in the situation. If this is not possible, any staff member will advise the patient/customer on how to submit feedback so that it can be forwarded to the appropriate individual or department.

### **Complaints Process**

#### a) Informal Resolution:

Patients/Customers who wish to make a complaint about the manner in which goods and services are provided to persons with disabilities should address these matters with the staff member involved in the situation as soon as possible. The staff member and the patient/customer should then work towards a resolution. If the patient/customer is not satisfied with the outcome, staff will inform them of the option of making a formal complaint to the organization.

#### b) Formal Resolution:

Formal complaints will be recorded in keeping with the Client Event Management policy and procedure. Using the Event Management Software, staff will record the details of the situation and patient/customer contact information. If a complaint cannot be resolved informally the manager of the department involved in the situation or their delegate will review the matter.

The patient/customer will be informed of the progress of their complaint throughout the process and on the outcome following an investigation.

If the patient/customer is not satisfied with the outcome, they will be informed of the option of taking their complaint to one of the LTC Action Line, internal appeals process and/or Health Services Review and Appeal Board (for complaints dealing with the organization's service decisions, e.g. eligibility, termination, amount, exclusion).

### **Concerns for Health and Safety**

With respect to complaints related to health and safety, all complaints will follow the Formal Resolution Process and be recorded if it is perceived that the manner in which goods and services are provided to the patient/customer has a negative effect on their health and safety. When a complaint follows an event that has placed the patient's/customer's health and safety at risk, immediate action is taken to protect the patient/customer and others from harm or the risk of harm. Further investigation into the cause of the event is undertaken to prevent reoccurrence of the risk event.

When a complaint follows an event that has a negative effect on the health and safety of staff, immediate action is taken to protect the staff member from harm or the risk of harm. Management staff follow Health and Safety organizational policies and procedures in accordance with the Occupational Health and Safety Act to investigate the situation and take action to prevent reoccurrence and ensure a safe working environment.

### **Feedback and Complaints about Service Providers and Others Providing Goods and Services on Behalf of the organization**

Individuals and organizations providing goods and services on behalf of HCCSS HNHB must support the organization in dealing with feedback and complaints and must:

- abide by this Feedback and Complaints Process;
- inform patients and other customers of this Feedback and Complaints Process; and,
- provide relevant information pertaining to feedback and complaints investigations to the organization in a timely manner.

### **Confidentiality**

All information pertaining to complaints will be held in confidence and subject to the Personal Health Information Protection Act.

## **6.0 Supporting Documents and Tools**

*List the tools that are available to staff in the implementation of this procedure.*

**Related Policies and Procedures**

Personal Health Information - Privacy Complaints Policy and Procedure

**Job Aids and Forms**

Complaints and Appeals Process - Client Information

**Other Supporting Documents**

N/A

## 7.0 Related Legislation and Other References

*List the related legislative documents (e.g. acts, regulations, and standards), government policy, and related Professional College policies, procedures, forms, templates, guidelines or committee terms of reference that together form a suite or framework for the specific policy matter.*

**External Resources/Links**

N/A

**Supersedes:**

N/A