



COMPLAINTS – REPORTING A SERVICE ISSUE

Your Right to Provide Feedback

Individuals and/or parent(s)/guardians/caregivers will be informed by their worker of their right to provide feedback to Griffin Centre regarding service provision or to indicate their dissatisfaction with the service provided as follows:

- advising the worker or Supervisor directly;
- advising the Centre in service satisfaction follow-up calls
- indicating concerns in consumer feedback surveys/forums.

Where service concerns are not resolved, the worker will advise the individual or parent(s)/guardians/caregivers about the process for initiating a formal complaint about service.

Staff assist individuals and/or families who have difficulty in understanding the process for communicating their complaint.

Feedback and complaints will be received by Griffin Centre both in writing and verbally. Griffin Centre responds concerns as quickly as possible. In most circumstances, the concern is addressed in an initial discussion with the worker and/or Supervisor.

Possible Issues to Report

Griffin Centre is committed to offering the best possible service to our clients and their families. The Centre is interested in hearing if clients and/or parent(s) / guardians /caregivers:

- have a specific concern about Centre services;
- are dissatisfied with the services received from the Centre;
- have feedback about the services and supports that the Centre provides;
- believe that services should be made available which are not.

When to Report an Issue

In our efforts to create a service that is responsive to the needs of clients, clients and/or parent(s)/guardians/caregivers, other acting on behalf of clients and/or the general public are:

- encouraged to provide feedback to the Centre, at any time, regarding the quality of service received and recommended improvements;
- encouraged to identify issues, disagreements and concerns as they emerge so that they can be resolved with Centre staff;
- provided with options to facilitate the resolution of concerns.

Potential Conflicts of Interest

Individuals expressing feedback or concerns will be free of any coercion, intimidation, bias prior, throughout and following the process of review. Any potential or arising conflict of interest will be reviewed with the Chief Executive Officer or designate, as appropriate.

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Further Steps to Resolving an Issue

Where clients and/or parent(s)/guardians/caregivers, others acting on behalf of clients and/or the general public express concerns regarding the provision of Griffin Centre services, and are not satisfied with the response and/or suggested resolution, they are advised of their right to make a formal complaint.

In situations where the individual making a complaint is a client:

- under 16 years of age, the client's parent(s)/guardians/caregivers are encouraged to attend the meeting, unless the youth 12-16 has not provided consent for parental involvement;
- over 16 years of age, the youth or adult gives consent for their parents/guardians/caregivers attendance at the meeting.

Where necessary, Griffin Centre ensures that feedback/complaint information is reported to the police and/or child welfare as required by relevant legislation.

A copy of the Centre's Service Complaints Policy (1.7) will be made available to any person who requests it.

Serious Occurrences

The Centre treats all client complaints seriously. Complaints are formally tracked by the Supervisor to ensure that, where possible, the matter has been resolved. The Supervisor advises the Director/Manager of all complaints received. The Director/Manager advises the Chief Operating Officer of all complaints. The Chief Executive Officer is advised of all complaints that are not resolved through discussion with the worker, Supervisor and/or Director/Manager.

Where a client complaint is considered to be serious in nature, the Centre reports the complaint to the appropriate Ministry as a Serious Occurrence following the policies and procedures identified in policies 6.11 Serious Occurrences Definitions and 6.12 Reporting Serious Occurrences. Where a client complaint is considered to be serious in nature and in relation to a youth receiving services that are funded by Youth Justice, the Centre reports the complaint to the Ministry as a Serious Occurrence following the policies and procedures identified in policies 6.13 Serious Occurrences Definitions – Youth Justice and 6.14 Reporting Serious Occurrences – Youth Justice.

The Centre advises all clients and/or parent(s)/guardians/caregivers, other acting on behalf of clients and/or the general public of the formal complaints process for dealing with concerns regarding service sought or received from the Centre as follows:

STEP I

The worker or Supervisor receiving a formal complaint:

- advises the client and/or parent(s)/guardians/caregivers, other acting on behalf of clients and/or the general public of the following options:
 - request a meeting with the Supervisor or Manager/Director;
 - request a meeting with the Chief Executive Officer or designate;
 - request a meeting with a few staff (front-line and management) who have no direct service involvement in the situation.

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NOTE: In requesting a meeting with staff who have no direct involvement in the situation, the individual is provided with the opportunity to limit the size of the group meeting to ensure that it is comfortable and to request the presence of a particular staff person.

NOTE: In situations where the parent(s)/guardians/caregivers or other acting on behalf of a client have made the complaint, the Director/Manager and Supervisor discuss with the individual whether to inform the client of the complaint, taking into consideration treatment issues. Where a decision is made to inform the client of an individual's complaint, careful consideration is taken in how to present the information to the client. This process cannot interfere with any investigation undertaken by child welfare or the police.

NOTE: In situations where the feedback/complaint may put the Centre at risk, the worker or Supervisor receiving the complaint, informs the appropriate Director, who informs the Chief Executive Officer or designate, who reviews the feedback/complaint and determines the need to inform the Board of Directors. Where a potential risk is identified to the Centre, the Board of Directors are notified as soon as possible by the Chief Executive Officer or designate.

- organizes a meeting, as per the option chosen by the individual, within 10 working days of receipt of the complaint;

NOTE: In each of the above options, the individual is:

- encouraged to invite a friend, family member or advisor to attend the meeting if such support is considered to be helpful;
- requested to outline what the concerns are and what is needed to resolve the concerns;
- advised that they may ask the worker to attend the meeting to assist in resolving the problem;
- advised that the Centre may ask the worker, Supervisor or Manager/Director to attend the meeting to assist in resolving the problem.

Whenever possible, attempts are made to resolve the matter within the meeting. During the meeting, the following issues are reviewed:

- the concerns of individual making the complaint;
- the steps taken by the Centre in resolving the concerns;
- agreements made by the Centre and the individual in resolving the concerns.

In the meeting, the issues and agreements made are reviewed and the supervisor/director is designated to summarize these in a Service Complaint Report for distribution to the client and/or parent(s)/guardians/caregivers, worker, Chief Executive Officer and Client Record.

The Chief Executive Officer:

- reviews the issues and agreements arising out of the meeting to ensure a comprehensive and inclusive process;
- ensures that a copy of the notes is distributed to the client and/or parent(s)/guardians/caregivers, other acting on behalf of clients and/or the general public within 30 days;
- ensures that a copy of the notes is maintained in a centralized file to be reviewed as part of the Centre's quality assurance process;
- is advised of any further concerns raised by the client and/or parent(s)/guardians/caregivers, other acting on behalf of clients and/or the general public subsequent to the agreements that have been made.



STEP II

The worker advises the client and/or parent(s)/guardians/caregivers, other acting on behalf of clients and/or the general public of:

- their right to request a meeting with a representative of the Centre's Board of Directors where there are unresolved concerns as a result of Step I;
- the process for contacting the Board of Directors.

STEP III

The worker advises the client, and/or parent(s)/guardians/caregivers, other acting on behalf of clients and/or the general public of:

- their right to contact the appropriate Ministry and/or Child Advocate in circumstances where there are unresolved concerns as a result of Steps I and II;
- the process for contacting the appropriate Ministry;
- the process for contacting the Child Advocate.

To assist the Centre in its learning regarding the provision of service, a record is maintained of all service concerns. Such concerns are reviewed and analyzed on a periodic basis and at least annually, by members of the senior management team for purposes of service improvement and to identify the need to revise policies and procedures.

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