

C.2.6 Complaints

Original Policy Date: June 12, 2023	Date of Last Revision: June 12, 2023
Effective Date: September 1, 2023	Number of Revisions: 0

POLICY STATEMENT

This Policy, Procedure and Framework applies to all activities, services, staff, volunteers, contractors, and stakeholders.

A complaint is an expression of dissatisfaction with the actions, lack of action, or service delivered by CAC or dissatisfaction with a staff member, contractor or volunteer acting on behalf of CAC. The complaints policy is intended to address any complaints that fall outside of the scope of the ones listed below:

- If an individual would like to submit an allegation against an organization that is accredited by CAC, the individual will enter into the Allegations Process as outlined in Appendix G of the Process Manual
- If an individual would like to appeal the outcome of their accreditation or raise a concern during the accreditation process, the individual will enter into the appropriate Grievance or Appeals Process as outlined in Appendix E and F of the Process Manual
- If a staff member would like to submit a grievance against another staff member, the individual will access the Grievance Procedure as outlined in the Policy and Procedure Manual (C.2.4)

CAC takes all complaints seriously and strives to resolve them in a timely fashion. The review of complaints is completed in a fair, impartial and respectful manner.

PROCEDURE

Complainants are advised of the process when lodging a complaint, as well as the method by which they may escalate their complaint if they are dissatisfied with the treatment or outcome. Complaints will be reviewed through the following process:

- Complaints may be received verbally or in writing and must be documented
 - Complaints will be kept confidential and details will be shared only on a need to know basis with required personnel unless required by law
 - If a complaint is received verbally, it must be documented by the person receiving the complaint at the CAC office and sent back to the complainant in writing for approval to ensure the accuracy of the complaint prior to proceeding with the complaint. The person documenting the complaint must send a written version of

- the complaint back to the complainant within 5 business days of originally receiving the verbal complaint
- The complainant must be able to demonstrate that the subject of the complaint has been notified prior to accessing the complaints procedure and that a solution was not able to be reached at that level
 - All complaints are brought to the attention of the CEO, who will ensure impartiality by determining who will handle the complaint
 - If a complaint is being made against the CEO, it will be escalated to the President of the Board of Directors
 - The staff member assigned to resolve the complaint will contact the complainant to let them know that they are handling the complaint and an approximate timeline
 - All complaints will be resolved within 10 business days
 - If a complaint cannot be resolved within that time period, the complainant will be made aware of the reasons and be given a mutually agreed upon timeline for when they can expect a resolution
 - Complainants are kept informed of the status of their complaint and will receive notification of the outcome, as well as reasons for the outcome
 - The CEO is alerted to the resolution of the complaint
 - The CEO will also be made aware of any individual who would like to escalate a complaint. A complaint may be escalated to the CEO, whose decision is then final
 - Depending upon the final outcome of the complaint, the resolution will be enacted as recorded
 - All complaints are to be tracked with the following information
 - A description of the complaint
 - Who handled it
 - What was done to resolve the complaint
 - The timeframe
 - A description of the resolution
 - Complaints are reviewed minimally annually and used to inform the quality improvement of CAC
 - Non-identifying information in the form of trends (in order to maintain confidentiality) will be provided to the staff annually during the review to inform quality improvement activities, and more often if adjustments are required to be made immediately
 - An outline with non-identifying information in the form of trends of the annual complaints, resolutions, and quality improvement activities will be provided to the Board of Directors