


<b>MANUAL: PERSONNEL POLICY AND PROCEDURE MANUAL</b>	<b>INDEX I.D.: G.16</b>
<b>SECTION G: GENERAL POLICIES</b>	<b>PAGE NO. 1 OF 4</b>
<b>TITLE: CLIENT &amp; FAMILY COMPLAINT REPORTING</b>	<b>ORIGINAL: MAY 1, 2012</b>
<b>APPROVAL:</b>   <b>CHIEF EXECUTIVE OFFICER</b>	<b>REVIEWED: JANUARY 29, 2015</b> <b>REVIEWED: APRIL 30, 2015</b> <b>REVIEWED: JANUARY 4, 2017</b> <b>AMENDED: December 20, 2023</b> <b>AMENDED: October 9, 2024</b>

### **G 16.1. Purpose**

To outline a process for Lumacare employees, students, volunteers, and Board members to document any complaints from Clients, respective follow up, and resolution.

### **G 16.2. Policy Statement**

Lumacare is committed to providing high-quality healthcare services and maintaining positive relationships with our clients. We recognize that concerns and complaints may arise from time to time, and we are dedicated to addressing them promptly, transparently, and with the utmost professionalism. This policy outlines the process for handling client complaints within our organization.

### **G 16.3. Scope**

This policy applies to all Lumacare employees, students, volunteers, and Board members.

### **G.16.4. Procedure**

- All employees, students, volunteers, upon receipt of a concern either verbally or in writing will acknowledge the complaint.
- They will report the complaint to their immediate supervisor. If the complaint is received by a Board member, a Board Member will advise the Chief Executive Officer of the complaint.

- All Complaints must be acknowledged and documented in Alayacare within twenty-four (24) hours during the business week.
- Complaints will be addressed promptly, and a resolution will be sought within a reasonable timeframe depending on the nature of the complaint. Resolution may involve:
  - Immediate corrective action.
  - Investigation and fact-finding.
  - Communication with the client to discuss the issue and proposed resolution.
- Regular updates will be provided to the client regarding the status of the complaint and upon resolution; the client will be informed of the outcome and any actions taken.
- Resolutions will be documented in Alayacare.
- Anonymized data from the complaints will be used for continuous improvement and quality assurance.
- If a complaint cannot be resolved at the supervisor's and manager level, it will be escalated to the senior management.
- When complaints are brought to Lumacare by a Politician's office, the procedure outlined in policy G.24 Politician & Inspector contact is to be followed.
- If a complaint is received from a funder or other external body, the individual receiving the complaint is to immediately contact the Director of Programs & Services.
- Roles and responsibilities are listed in the Addendum.

#### **G.16.5. Training / Education**

All staff members will be trained in this policy and the appropriate procedures for handling client complaints during their orientation and through ongoing professional development.

All Adult Day Program (ADP) Team Leads, Supervisors, and Managers are to be trained annually (at a minimum) on how to accurately report a complaint through CIMS. Manager, Quality & Risk in conjunction with Data and Application Administrator are responsible for executing training in Complaints Reporting

#### **G.16.6. Related Policies**

- A.3. Performance Recovery
- G.1. Code of Conduct
- G.2. Confidentiality
- G.3. Privacy & Consent
- G.23. Client Appeals

#### **G.16.7. References**

[Home and community care | ontario.ca](https://www.ontario.ca/home-and-community-care)

## Addendum

### Roles and Responsibilities

Person Responsible	Action
All employees, volunteers, students.	<ol style="list-style-type: none"> <li>1. Receive and acknowledge the complaint by actively listening and providing a client with information on complaint resolution process.</li> <li>2. Report complaint to a supervisor.</li> </ol>
ADP and In-Home Services Team Leads, Supervisors, and Managers	<ol style="list-style-type: none"> <li>1. Complaints must be documented in incidence reporting in CIMS and acknowledged within twenty- four (24) hours during business week.</li> <li>2. Notify the Director of Programs &amp; Services immediately if a complaint is received from a funder or other external organization.</li> <li>3. Investigate the complaint; speak with appropriate staff, program worker/volunteer, agency. Speak with client or family/caregiver.</li> <li>4. Conduct home visit to investigate when necessary.</li> <li>5. Document any action items including resolution.</li> </ol>
Manager, Quality & Risk	<ol style="list-style-type: none"> <li>1. Receives complaints from the Program Manager or sent via the Feedback function on the Lumacare website.</li> <li>2. Advises the Program Manager on complaint resolution if required.</li> <li>3. Prepares a quarterly Complaint report, including trend analysis to share with the Client and Family Advisory Committee, the Quality and Stewardship Committee.</li> </ol>
Director, Programs & Services	<ol style="list-style-type: none"> <li>1. Receives unresolved complaints.</li> <li>2. Receives complaints requiring financial resolution.</li> <li>3. Receives and advises on complaints involving Lumacare Management.</li> </ol>
Chief Executive Officer	<ol style="list-style-type: none"> <li>1. Receives and advises on complaints in relation to Lumacare Directors.</li> <li>2. Receives complaints and investigates complaints received by a Board member.</li> <li>3. Receives complaints encompassing organizational risk and legal obligations.</li> </ol>