

POLICY TYPE: ADMINISTRATION

ADM POLICY TITLE: COMPLAINTS RESOLUTION POLICY PLAIN LANGUAGE

PURPOSE

This is what you do if you are unhappy with something or someone at Lifetime Networks and would like to make a formal complaint.

To make a formal complaint is one that is written down. Please use the form in Appendix 4 to make a formal complaint. Your CSW or Coordinator will help you fill out the form.

POLICY STATEMENT

We promise to deal with all concerns and complaints quickly and fairly.

We promise that anything you tell us will be private.

We will only involve those that can help solve the concern/complaint.

We promise that what you tell us will not affect your supports.

We promise that you will be treated fairly, kindly and respectfully.

PROCEDURES

Step 1

Try to solve your concern or complaint with the other person involved. Your CSW or Coordinator will help you with this if you ask. The CSW will write down your concerns and what happened to resolve your concern.

We promise to support you within 7 working days to resolve your complaint at Step 1.

If that does not work, go to Step 2.

Step 2

Meet with the Program Manager. The Program Manager will listen to you, gather information, and help you find a solution. The Program Manager will write down your concerns and what happened to resolve your concern.

You are welcome to have a support person with you.

We promise to support you within 7 working days to resolve your complaint at Step 2.

If that does not work, go to Step 3.

Step 3

Meet with the Executive Director.

The Program Manager will help you set up that meeting. You are welcome to have a support person with you.

The Executive Director will listen to you and gather information.

The Executive Director will meet with you and the other people involved.

The executive Director will work with you to find a solution and will write down what happened at the meeting.

We promise to support you within 7 working days to resolve your complaint at Step 3.

If that does not work, go to Step 4.

Step 4

Meet with your Facilitator at Community Living British Columbia Quality Assurance Office.

The Executive Director will help you set up that meeting.

We promise to support you within 7 working days to resolve your complaint at Step 4.