

Section VIII

Part 1

Complaint Policy and Process

For Supported Individuals, CLS Employees, Family Members and Networks

Every individual supported by the CLS, each CLS employee, every Family member and all Networks of supported individuals have the right to make a formal complaint or appeal any decision made by the Community Living Society's personnel or team members. The CLS guarantees that anyone who exercises this right will not, in any capacity, suffer any retaliatory action(s) nor will they experience, as a result of exercising this right, any barriers (if a supported individual or family member) to services provided them.

Any CLS employee, family member or person in the CLS Community can make a formal complaint using the following process:

Fill out the Feedback Form available to you at the CLS Office, in your House or Vocational Binder, or on-line at www.cls-bc.org. If you are comfortable doing so, give the form to the Coordinator involved directly. The Coordinator must let the appropriate Director know that they are dealing with a complaint. You will get a response to your complaint within 5 working days of its receipt.

If you are not satisfied with the Coordinator's response, you may raise your complaint with the appropriate Director next. Again, your complaint will be addressed within 5 working days of its receipt at this second level. If you are not comfortable with addressing the complaint at this level or satisfied with the outcome at this point, you may raise your complaint to the Director of Employee Services or the Executive Director, at your choice or discretion. Once again, at this level, your complaint will be responded to within 5 working days of its receipt.

Finally, if you are still not satisfied, The Board of the Community Living Society will hear individual complaints from you, supported individuals or their personal support network. The Executive Director will advise the person of their right to be heard by the board on referral to him or her.

Employees may also contact any member of their Liaison Committee directly with a concern. Contact information can be found in the “CLS Communicator” and on the website www.cls-bc.org.

If you are a supported person or family member, and for any reason you are not comfortable approaching anyone at CLS directly with your concern, you can contact the Advocate for Service Quality by phone at 604.775.1238, or through the CLBC website www.communitylivingbc.ca.

The Advocate for Service Quality helps adults with developmental disabilities and their families receive high quality services. If you have a problem with services, you can contact the Advocate for Service Quality to talk it over. They will try to do something about it. They also encourage and help adults to advocate for themselves. For example:

- If you do not like the services you are getting
- If you think you are not treated fairly or with respect
- If you have problems with your social worker, financial aid worker, or support worker, or
- If you have problems with where you live

No employee, family member, or member of the CLS Community will be made to feel that there will be any form of retaliation if a complaint is made.

Complaints will be reviewed annually by the CLS Management Team to determine trends, areas needing performance improvement and actions to be taken.

At any point during this process, your complaint may be directed to the Resolving Our Differences framework, if this is determined to be a more appropriate way of dealing with the issue. You will be contacted immediately to discuss this process.

If you have a complaint you wish to make anonymously, please refer to Section 2, Part 1.

A plain language Complaint Policy and Process for Supported Individuals resides in the Individuals' Resource Binder at each location.