

## **Making a Complaint**

Any member of the public and/or stakeholders, and clients have the right to make a complaint, access advocacy and to make suggestions and inquiries.

Associated Youth Services of Peel (AYSP) is committed to providing quality service to children, youth and families. As a part of this commitment, our complaint process is guided by the following principles:

- Everyone has the right to be treated with dignity and respect
- Openness and respect for all traditions, cultures, values and beliefs
- The rights, best interests and views of the child or youth will guide the process, regardless of who initiated the complaint
- There will not be any negative consequences to anyone, including children, youth and families, stakeholders or the public, as a result of making a complaint
- The confidentiality and privacy of individuals and families will be respected
- Everyone, including children, youth and families, has the right to involve an advocate, relative or friend to support them through the process
- All formal complaints will be responded to within ten (10) business days
- AYSP will work actively to resolve complaints

## **Procedures:**

- The client has a right to complain or express a concern about the services they have received at AYSP, including complaints regarding breach of Privacy.
- The concern/complaint can be about a staff member, a volunteer, or a student.
- The staff/Board Member receiving the concern/complaint discusses with the complainant to determine what their issue is and what they would like to do about it.
  - o In the course of this discussion, if the staff is a worker, they should inform the complainant about AYSP's Complaint Procedures and, as applicable, direct them to AYSP's Bill of Client Rights.
  - o At the very least, they should offer the person an opportunity to speak with the Supervisor of the Program, or member of Senior Management, as applicable.
  - o Whether or not the complainant wants to pursue the matter any further, they should be informed the issue will be brought to the attention of their Supervisor/Manager/Senior Management, as applicable, and that the complainant has the right to make a formal complaint, which must be submitted in writing.

- o The staff/Board Member who first received the concern/complaint will then inform their Supervisor/Manager/Senior Manager, as applicable, of the concern/complaint. If the complaint relates to privacy, the Privacy Officer will also be informed.
- A concern/complaint may be made in person, by telephone and/or, in written format.
- Any complaints made in person or by telephone will be deemed as a client concern/informal complaint.
- Complaints submitted in writing will be deemed formal complaints.
- The responsibility for handling any concerns/complaints about a staff performance issue rests with the Supervisor and/or Manager and/or Board President.
- If the complaint is about the Executive Director, the individual may contact Human Resources and/or the Board President. If required, Human Resources can provide contact information for the Board President.
- If Human Resources becomes aware of a complaint about the Executive Director, it is their responsibility to contact the Board President to advise of the complaint, within 72 hours of receiving the complaint and immediately if the complaint has legal implications.
- The Board President will make every effort to resolve the matter to the satisfaction of the complainant by:
  - o Notifying the Executive Director, a complaint has been made;
  - o Investigating the circumstances surrounding the complaint;
  - o Reporting to both the complainant and Executive Director, a recommended course of action.
- An acknowledgement of receipt of any formal complaints will be forwarded to the complainant within ten (10) business days. Every effort to resolve the matter to the satisfaction of the complainant will be made and a plan to resolve any such complaints will be forwarded to the complainant within thirty (30) business days of the initial complaint.