



Clinical Programs - Complaint Resolution Process

Banyan values feedback from clients and/or parents, both positive and negative. Banyan has developed a Complaint Resolution and Review process to handle client complaints fairly and expeditiously. When you began service with Banyan's Clinical Programs, you agreed to follow the program's Complaints Resolution Process for dealing with issues, concerns or complaints relating to our Services, or the manner in which Banyan's services are provided.

Most concerns and complaints will be successfully resolved through the Complaint Resolution Process. If you have followed the Complaint Resolution Process, but are not satisfied with the response received, certain types of decisions (i.e. eligibility for service) may be further reviewed through our Complaint Review Process.

Complaint Resolution Process

The following process is to be followed for reviewing issues, concerns or complaints relating to the delivery of services through the Clinical Programs. This may include concerns relating to the quality of services, your rights under the Client Bill of Rights, or the manner in which Banyan's services are provided.

1. Discuss your concern with the involved party. If your service delivery staff is not working to your satisfaction, discuss the matter first with the staff person. Allow them time to correct the problem.
2. If you are uncomfortable discussing the issue with the staff member involved, or if you feel the issue to be very serious, contact the involved staff person's supervisor directly. Please see list of contact numbers below.
3. If you are not satisfied with the outcome of discussion in Step 1 above, you may make a formal complaint to Banyan either verbally or in writing.
4. When a formal complaint is received it is documented on Banyan's Incident Report 17-1F and an internal investigation begun. You will receive a verbal response within two (2) days of receipt of the complaint and a written response within five (5) working days. If we are unable to respond to you within these time frames, you will be told the reason for the delay and when you will be contacted with a result.
5. You will receive a written response to your complaint/concern. Banyan's goal is to resolve all complaints and concerns to the mutual satisfaction of all parties; however, it is acknowledged that at times, this will not be possible.

Complaint Review Process

If you are not satisfied with the response received through the complaint resolution process, you, or someone on your behalf, may request a formal review of a decision of Banyan's relating to:



Clinical Programs - Complaint Resolution Process

- Eligibility for services
- Provision of Service
- Termination of services

All requests to review a decision must be in writing and directed to the Director who will review the issue and render a decision.

Within 60 days of receipt of your complaint, the Director will provide written notice of the decision. The Director may affirm or rescind the original decision or may substitute a new decision in its place which is binding on Banyan.

Banyan Contact Numbers:

Program Supervisor: P: 905.545.0133 x 3006

Director: P: 905.574.0610 ext. 213

Confidentiality:

All information pertaining to complaints will be held in confidence and subject to the Personal Health Information Protection Act (PHIPA).