

	<b>SECTION:</b> <b>05 Program and Service Operation</b>	<b>Pages:</b> <b>2</b>	<b>Policy Number:</b> <b>05-7-1</b>
	<b>Subject</b> Client Complaint Resolution – Grocer-Ease		

## PURPOSE

Banyan values feedback from clients. Banyan has developed a Grocer-Ease Client Complaint Resolution Procedure to handle client complaints fairly and expeditiously.

The Complaint Resolution Process facilitates the resolution of specific client complaints, and provides feedback to appropriate staff.

### A. DEFINITIONS:

1. **Concern**- an issue with the service provided by Banyan Community Services that can be resolved by front line staff and does not put the client well-being at risk.
2. **Complaint**- negative feedback with the service provided by Banyan Community Services that cannot be resolved by front line staff and/or may place the client's well-being at risk and requires a response by management.

### B. PROCEDURES:

1. At intake the Grocer-Ease client will sign an agreement to follow **05-6 Client Complaint Resolution procedure** for dealing with concerns and complaints
2. Complaints generally relate to one of three points in the service delivery continuum: eligibility and acceptance into the program, service delivery, and termination from the program.
3. Regularly thereafter, all clients will be informed by the Grocer-Ease staff of their right to voice concerns or complaints regarding the services they are receiving.
4. Clients are encouraged to work out disagreements with the Grocer-Ease staff in the course of their regular service contacts
5. The staff member should take the H.E.A.T. as follows:
  - H – hear them out
  - E – empathize
  - A – apologize
  - T – take responsibility for action
6. Prompt action by the staff member to correct the concern if at all possible is important. The staff member and the client should work together towards a resolution.
7. If the client is not satisfied with the outcome, or the issue has been identified as a complaint, staff will inform the client of their option to make a formal complaint to Banyan as per **05-6 Client Complaint Resolution Process**.
8. Client Complaint Resolution Process
  - 8.1. Community Support Services Administrator responsibilities
    - 8.1.1. Complete an Incident Report
    - 8.1.2. Respond to the client or resident within two business days of receipt of the complaint
    - 8.1.3. Verbally discuss the issues with the complainant by phone or in person
    - 8.1.4. Investigate the complaint and implement actions to resolve the identified issues

- 8.1.5. The Community Support Services Administrator may need to meet with other members of the team involved in a client case including Banyan staff, the client’s family or caregiver in order to develop an action plan to resolve the complaint
- 8.1.6. Document the complaint in the Banyan Incident Database
- 8.2. If the client or resident is *not* satisfied with the outcome presented by the manager, the complaint will be brought to the attention of the appropriate Director who will:
  - 8.2.1. Review the details of the investigation as documented in the Banyan Incident Database.
  - 8.2.2. Investigate the concerns and implement actions to resolve the issues identified by the complainant.
  - 8.2.3. If the complaint poses a risk to the organization, the Director must bring it to the attention of the Chief Executive Officer.
- 9. Continuous Quality Improvement
  - 9.1. All formal complaints will be entered on the Banyan Incident Database
  - 9.2. Complaints will be tracked using the Balanced Scorecard
  - 9.3. Complaints will be a standing agenda item on the Quality and Risk management Committee. The committee will be responsible for reviewing patterns and themes of the complaints, and monitoring the outcomes each quarter.
  - 9.4. A summary of the frequency and patterns of formal (written) complaints is included in the Quality and Risk Management Report to the Board of Directors.

**C. REFERENCE SOURCES:**

**D. CROSS REFERENCE:**

- 1. 05-07 Complaint Resolution Policy
- 2. Balance Score Card
- 3. Quality Improvement Plan (Grocer-Ease)

**E. REVIEW DATE:** This policy is to be reviewed every 3 years. The next review date is August, 2018.

<b>Endorsed by</b>	<b>Date</b>
Program Management	August 2015
<b>Approved by</b>	<b>Date</b>
Senior Management Team	October 7, 2015