

Addressing Concerns

Purpose *To make sure clients, parents and/or guardians, have a process to address concerns while receiving services.*

Policy Statement *Clients, parents and/or guardians, and employees will be orientated to the informal and formal processes of addressing concerns.*

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Addressing Concerns

ASC is responsible to inform clients, parents, and/or guardians, about their right to express their concerns, complaints or disagreements and the process to do so. This will be done as part of service orientation or intake and in conjunction with service agreement renewals.

During employee orientation ASC employees will be made aware of the Addressing Concerns policy and procedure so they are able to provide direction or support as needed should a client, parent or guardian have a concern.

When concerns are brought forward, at both the informal and formal levels, ASC is dedicated to:

- Retaining and repairing relationships
- Understanding others' points of view
- Identifying solutions to resolve conflict
- Learning from the concerns raised for continuous quality improvements

Clients, parents, and/or guardians, will be offered support throughout the process of addressing concerns. Support may include assistance with: steps of the process, submitting written letters of concern, or accessing external advocacy/representation (ombudsman, band councils, child and family services), and they will be kept informed throughout the duration of the process.

Steps to addressing concerns

Informal

ASC defines an informal process as:

- ***a concern that can be addressed and resolved at the direct service level (direct service employee, Manager, Coordinator, Program Director).***
1. Wherever possible it is desired that discussion occurs at the direct service level for resolution of the concern.
 2. In the event clients, parents, and/or guardians, do not feel they have reached resolution, they will be directed and supported as required to take their concern to the next levels of management.
 3. The employee who is engaged in the discussion with the clients, parents, and/or guardians, will document the relevant information on the Concern Resolution Summary form, and forward it to their immediate supervisor for review and filing.

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Formal

ASC defines a formal process as a concern that:

- **did not reach resolution during an informal process;**
- **requires additional management or Board involvement in reaching resolution; or**
- **involves accessing external advocacy/representation.**

1. Should the client, parents, and/or guardian, feel that they have not resolved their concern, they will be directed and supported to bring their concern forward to the Executive Director. This may be done verbally or in writing.
2. After the opportunity to discuss the concern with the Executive Director, if the client, parent, and/or guardian, do not feel their concern has been resolved, they will be directed and supported to submit written letters of concern, or access external advocacy/representation.
3. The Executive Director will document the relevant information on the Concern Resolution Summary form, and forward it for review.
4. The ASC Board of Directors will review the concern and any additional information brought forward, and will render a recommendation/decision.
5. Recommendations/decisions of the ASC Board of Directors are final within ASC, and will be communicated in writing to the client, parents, and/or guardian.
6. All final decisions and relevant information will be documented on or attached to the Concern Resolution Summary form and will be forwarded for filing.

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