

POLICY: CONFLICT RESOLUTION

CREATED: APRIL 1996

APPROVED: BOARD

REVISED: OCTOBER 2008

REFERENCE: C-5

Policy:

The Fort St. John Association for Community Living recognizes that on occasion an individual receiving services, parent or guardian may have cause for a conflict or complaint to a matter of Association policy or to quality of services. If that should occur, the following procedures should be followed.

The following are two procedures in place to deal with complaints. The first is a Formal Complaint Review Process, the second is a Self Advocate Complaint Review Process that is available to Self Advocates if they would prefer it over the more formal route.

Procedure:

1. An individual receiving services, parent or guardian will discuss a complaint with the appropriate supervisor/manager concerned. It is anticipated that most complaints, differences or allegations will be satisfactorily resolved in this informal manner.
2. Making a formal complaint will not result in retaliation or barriers to services.
3. Should an individual, parent, or guardian continue to be dissatisfied, either party should contact the Executive Director for assistance in resolving the matter.
4. The Executive Director will give a written decision. If the individual wishes to pursue the complaint further, the Executive Director will then be advised by the individual within five (5) working days.

If the conflict relates to a policy of the Association, the Executive Director will forward the complaint to the Board of Directors.

If the conflict relates to a service issue, the Executive Director shall forward the complaint to the funding program.

5. The Board of Directors will hand down a decision within five (5) days of the meeting and such decision will be final.

Self Advocate Review Process:

Self Advocates may choose this process if they would like a situation reviewed or are not happy with particular programs or protocols that have been put in place for their support.

1. When a self advocate has a complaint about service or if they feel their rights have been violated by our Association, every effort should be made to resolve the complaint by meeting with staff or supervisor.
2. Making a complaint will not result in retaliation or barriers to services.
3. If the self advocate feels the issue has not been resolved, a Self Advocate Complaint Form would then be filled out (with assistance from staff, if required) and submitted to the office to be forwarded to the Self Advocate Review Committee.
4. The Self Advocate Review Committee will be comprised of three people, one being a self advocate, one management representative and one board member.
5. The management representative would then do any research required to confirm facts or interview people involved.
6. The management representative would then arrange a time for the committee to meet and review the complaint.
7. The management representative will notify the person who made the complaint of the date for their review.
8. When the committee meets, they may ask for the self advocate and/or staff to attend the meeting so the committee can gain more insight into the situation.
9. Once the complaint has been reviewed, recommendations will be given to the person who made the complaint and their program supervisor, if applicable.
10. The supervisor (if applicable) will review recommendations and send follow up to the committee within 30 days. It is the supervisor's responsibility to work with staff to implement any recommendations.
11. If the person who made the complaint or anyone involved in the complaint wishes for a review of the recommendations, it may be submitted to the Executive Director and be taken to the Board for further review if deemed necessary.

Audit:

The Executive Director will report to the Chair of the Board the steps taken to resolve grievances at Step 3.