

Policy Intent

To provide DDRC clients, guardians, support network members and other external stakeholders with a time-responsive means of having concerns/complaints related to service delivery effectively addressed and/or to appeal Agency decisions

Definitions

Appeal: a formal request for an independent review of a decision previously rendered through the grievance process with the intent of having the decision overturned

Client(s): refers to people with a developmental disability who access DDRC services; **NOTE:** the term “client” was selected by the Client Voice Committee (formerly the Board Advisory Committee)

Complaint: any informal expression of dissatisfaction regarding some aspect of service delivery affecting client(s) or related to Agency decisions

Contractor, Temporary: an individual hired through a third party to meet Agency demands for a specified period of time. A temporary contractor is paid through the third party, not directly by the DDRC. A temporary contractor is not entitled to DDRC employment benefits.

Employee, Contractual: an individual hired to work for a pre-determined period of time, whether “full-time,” “part-time” or “casual.” The employment contract can be rescinded, or if the contract agreement is not renewed, the contractual individual will no longer be employed by the DDRC. A contractual employee is paid directly by the DDRC.

Full-Time: an employee who has signed an employment agreement with the DDRC, and who works 22.5 hours to 37.5 hours per week, and is entitled to employment benefits.

Part-Time: an employee who has signed an employment agreement with the DDRC, and who works 22.5 hours or less per week, with no entitlement to employment benefits.

Casual: an employee who has signed an employment agreement with the DDRC, and is only paid for the hours worked under the employment agreement, with no entitlement to employment benefits.

Employee, Permanent: an individual hired to work without any pre-determined time limit, whether “full-time” or “part-time.” A permanent employee is paid directly by the DDRC.

Full-Time: an employee who has signed an employment agreement with the DDRC, and who works 22.5 hours to 37.5 hours per week, and is entitled to employment benefits.

Part-Time: an employee who has signed an employment agreement with the DDRC, and who works 22.5 hours or less per week, with no entitlement to employment benefits.

External stakeholders: people who are impacted by the work DDRC does, such as clients and their families/networks; guardians; community partners; and others acting outside the Agency

Grievance: a formal, written expression of dissatisfaction regarding some aspect of service delivery or related to Agency decisions resulting from unsatisfactory resolution of an originating complaint

Guardian: refers to a court-appointed legal guardian for adults eighteen (18) years of age and older

Internal stakeholders: people who are already committed to serving DDRC, such as members of the Board of Directors, employees, volunteers, and/or donors

Sub-Contractor: An individual or organization hired by the DDRC under a sub-contractor agreement that defines the scope, hours, rate and termination clause for the specific work or project. A sub-contractor invoices the DDRC for services rendered. A sub-contractor is not entitled to DDRC employment benefits.

Support Network: refers to specific people selected by each client whom he or she trusts to support and advocate for him or her regarding important decisions; support networks may comprise, but are not limited to: spouses, common-law partners, family members, friends and co-workers

Policy Statements

The DDRC will ensure during the initial intake process that all clients and guardians are aware of and have been provided with understandable written information detailing the Agency's complaint, grievance and appeals process. Additionally, a review of complaint, grievance and appeal processes will be conducted with each client and guardian on a minimum of an annual basis.

The DDRC will investigate and respond to all complaints related to service delivery within five (5) working days of receipt including a description of resolution measures that will be taken (where applicable and permitted under privacy guidelines).

A final decision regarding a matter proceeding to the highest level of appeal will not exceed sixty (60) days from receipt of the originating complaint.

The DDRC will document complaints, grievances and appeals as needed. All matters in relation to complaints, grievances and appeals will be held as strictly confidential by the Agency and by Agency employees.

DDRC employees who are named in a complaint will not handle the complaint; they will, however, be asked to provide information relevant to the investigation of the complaint.

Related Procedures

Step 1: Complaints

The DDRC encourages clients, guardians, support network, employers and other community stakeholders to bring forward concerns related to service to any DDRC employee with whom they feel comfortable. Management is responsible for investigating, documenting and communicating any resolution measures that will be taken back to the complainant within five (5) working days of receiving the complaint.

All details regarding complaint investigation and resolution will be fully documented on the **Complaint Tracking Form** and be filed as appropriate following resolution of the complaint. A photocopy of all client-related Complaint Tracking Forms will be forwarded to the Quality Assurance Analyst at each month-end for tracking.

Step 2: Grievances

If the matter is not resolved to the satisfaction of the complainant during Step 1, the matter may be referred to the applicable program manager and Human Resources by submitting a written grievance within five (5) working days of receiving the proposed resolution from Step 1. The managers dealing with the grievance must respond to all grievances within ten (10) working days and include a description of any resolution measures that will be taken.

Step 3: Appeals

Where a grievance fails to be resolved to the satisfaction of the complainant, an appeal may be launched within ten (10) working days of the decision by submitting a written appeal to the Director of Quality & Standards. The Director of Quality & Standards must investigate and respond in writing to the complainant within ten (10) working days of receipt of the appeal. The Director of Quality & Standards will provide all parties involved with a report on the progress and outcome of the complaint.

Step 4 – Referral to the CEO

Where a complaint remains unresolved following Step 3, the complainant may refer the matter in writing to the Chief Executive Officer.

The CEO will render a final decision regarding the complaint after reviewing all relevant information and meeting as needed with any individuals involved. A final written decision will be given to all parties involved within ten (10) working days of receipt.