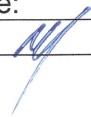
 <b>Regional HIV/AIDS Connection</b>	Title: CTS External Complaint and Resolution Policy - Carepoint	Policy Number: 1.25
	Category: Administration	Original: August, 2024 Revised: Replace:
	Executive Director Initials Approval: 	

## Purpose

The purpose of this policy is to ensure a fair, effective, and transparent process to respond to complaints and concerns raised by members of the local community. This policy sets out the procedures for receiving, reviewing, recording and responding to complaints related to the CTS. This policy supports RHAC policy 1.15 Client and Resident Complaint Resolution Process.

## Terms and Definitions

RHAC, defines “complaint” in the context of CTS as the following, in line with Ministry definition:

- A situation that was unsatisfactory or unacceptable.
- An expression of dissatisfaction with an aspect of the CTS . For example, a complaint may include concerns about CTS staff conduct, quality of service, action taken, or a decision made.

## Complaint Procedure

### Stage 1: Receiving, Recording and Acknowledging Complaints

RHAC Director of Harm Reduction is the designated individual responsible for receiving complaints and their information should be available via the following means.

Mail: 446 York St., London ON N6B 1R2

Email: [complaints@hivaidsconnection.ca](mailto:complaints@hivaidsconnection.ca)

In person: 446 York St. London, Monday through Friday 9am-5pm (excluding holidays)

Online complaint form (if available): <https://www.hivaidsconnection.ca/carepoint>

All complaints must be acknowledged within two business days with information about the complaint process and timeline.

All complaints shall be recorded and documented and will include, the following information:

- Date the complaint was submitted
- Complainants name and contact information
- Details of complaint or issue raised. This may include location, staff involvement, time of day etc.
- Resolution requested or desired outcome

*Note, the ministry may request records and documentation at any given time.*

### **Stage 2: Reviewing the Complaint**

RHAC shall first conduct a preliminary assessment of the complaint to determine whether the issue(s) raised falls within the scope of this policy (see Terms and Definitions). Complaints that are not in scope for review under this policy may be dismissed by RHAC for the following reasons:

- Issue is not within scope of the services or responsibilities of CTS according to the CTS funding program requirements
- It is a repeated concern from the same person or group that has already been resolved, and/or no new information is available
- The remedy sought by the complainant is not achievable or within the RHAC's reasonable control (i.e. challenges of homelessness within the neighborhood)

If it is decided that a complaint will be dismissed for any of the reasons above, the individual will be notified within ten business days of receiving the complaint, including the reason for the dismissal of the complaint. For complaints that fall within the scope of this policy, CTS staff will attempt to seek early resolution of complaints wherever possible.

Potential RHAC responses to complaints can include:

- Meeting an immediate need such as the provision of food, enabling clients to wait indoors, making adjustments to operating hours or to hours of security personnel, increasing staff walk arounds of the outdoor space (the property) etc.
- Having the staff member with the strongest relationship with the client or member of the local community to offer support and intervene
- Referring an individual to programs or services offered by community partners
- Contacting a friend/family member of the individual for support
- Calling 911 or Crisis Services

Complaints raising issues of a more serious nature shall be prioritized and escalated.

### **Stage 3: Escalation**

If a complaint cannot be resolved in Stage 2, the complainant may ask for it to be escalated for further review by the RHAC Executive Director. The Executive Director shall conduct a thorough review of the complaint raised and seek to achieve a resolution. The complainants may be invited to present their concerns to the Executive Director to discuss them further.

Potential RHAC responses to complaints may include:

- An apology for a miscommunication or an error (if applicable)
- Reconsideration of a previous decision
- Expediting an action
- Revising CTS policies or procedures to prevent re-occurrence, may include retraining

Any complaint that is escalated must also be reported to the ministry within five business days of it being escalated. The CTS will be required to provide a copy of the original complaint, information about the action taken to date, and planned next steps. The ministry may provide suggestions to resolve the issue(s). The ministry may request to be copied on emails communicating the resolution to the complainant.

### **Stage 4: Resolution**

Once a complaint has reached resolution, RHAC will record the final decision reached and notify the complainant to communicate the resolution in writing. RHAC shall monitor complaint trends and conduct regular reviews of internal policies and procedures to identify any systemic service delivery issues and make necessary improvements to the CTS operations as appropriate.

If a resolution cannot be met, or an individual continues to have concerns, CTS operators can advise the individual to contact the ministry at [addictionandsubstances@ontario.ca](mailto:addictionandsubstances@ontario.ca) or their local public health unit to request an investigation be conducted.

