

Policy No. 7.21

Policy Section:	RISK MANAGEMENT
Policy Title:	CONFLICT RESOLUTION & COMPLAINTS PROCEDURE FOR FAMILIES
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POLICY STATEMENT:

RYGIEL Supports for Community Living is committed to open, harmonious relationships with all families. **RYGIEL Supports for Community Living** is further committed to finding a resolution to any potential conflict. The agency provides a procedure for concerns to be brought forward to the appropriate party.

PROCEDURES:

1. Families will be informed of this procedure when their family member commences service with Rygiel.
2. Should a family member have a concern about their family member's care, they will bring the matter to the Team Leader.
3. If the matter remains unresolved, then the family will contact the Service Coordinator responsible for their family member's home. The Coordinator will review the matter and render a decision. This will be forwarded to the family within 14 days of receiving the complaint.
4. If the matter still remains unresolved, then the family can request a meeting with the Executive Director. A summary of that meeting will be forwarded to the family within 14 days of the meeting.
5. Should the matter continue to not have resolution, 3rd party mediation will be offered.
6. Should mediation not lead to a satisfactory outcome, the matter will be brought to the Board of Directors. After a preliminary review of the matter, the Board will determine whether a decision by them will be rendered at this time or if a meeting will take place between the Board Executive, family and other relevant parties.

The conclusion of this inquiry will include a decision of the Board, which will be final. A written report will be sent to the family within 14 days of the decision being reached.

The feedback/complaints process will be free of any conflict of interest, coercion, intimidation, or bias before, during or after the review.

Based on the nature of the complaint or feedback, it will be reported to the ministry as a serious occurrence through the ministry's serious occurrence reporting process.