



Meta	Implementation Date: September 2012
Policy: Complaint Resolution Strategy	Review/Revised Date: September 2020
Policy # OPS 114	Approval: Board of Directors

**Policy:**

Meta is committed to continuous quality improvements. Feedback about the quality of our programs and services is valued. When feedback is presented as a complaint, the situation is taken seriously and investigated. Meta welcomes opportunities to evaluate procedures and practices that support continuous improvements in service delivery.

Meta will receive, document, and review all feedback, and receive, document, review and attempt to resolve all complaints. Whenever possible, Meta shall make reasonable efforts to resolve or address the matter to the mutual satisfaction of both the person making the complaint and Meta. Meta reserves the right not to investigate any complaint / feedback that Meta determines to be frivolous and / or vexatious.

**Definitions:**

“Feedback” may be positive or negative (including complaints) and is related to the services and / or supports that are provided by a service agency. Feedback may be solicited (such as information and comments collected through a satisfaction survey or a comment box) or unsolicited (such as a letter from a person or family member about the services and supports that the agency provides). Feedback may be formal (like a survey or letter noted above) or informal (such as a verbal complaint expressed to a staff person).

“Complaint” is an expression of dissatisfaction related to the service and / or supports that are provided by a service agency. A complaint may be expressed by a person with a developmental disability who is receiving services and supports from the agency, or a person acting on their behalf, or by the general public, regarding the services and supports that are provided by the service agency. A complaint may be made formally (such as a letter written to the agency) or informally (such as a verbal complaint expressed to a staff person). A complaint does not include feedback on matters unrelated to the agency and the services and supports that it provides.

**Scope:** Individuals who receive services and / or supports from Meta, a person(s) acting on behalf of an individual who receives services and / or supports from Meta and the general public.

**Procedures**

- A. Process for Receiving and addressing Feedback and Complaints

**An individual who receives services and / or supports from Meta**



1. The feedback / complaint either formally or informally is submitted to your primary staff member.
2. The staff member will take information and forward a written outline, using the Complaints Form, of the feedback / complaint to the Supervisor within two (2) business days.
3. The Supervisor is responsible for notifying the Program Manager of the specific complaint.
4. The Supervisor will investigate the feedback / complaint and formally respond to the individual within five (5) business days.
5. If the individual is not satisfied with the resolution from the Supervisor they have the option of forwarding the complaint to the Program Manager.
6. The Program Manager will formally respond to the individual within five (5) business days.
7. If the individual is not satisfied with the resolution from the Program Manager they have the option of forwarding the feedback /complaint to the Executive Director.
8. The Executive Director will formally respond to the individual within five (5) business days of receiving the feedback/complaint.
9. If the individual is not satisfied with the resolution from the Executive Director they have the option of forwarding the feedback / complaint to the President of Meta Board of Directors.
10. The President of the Board of Directors will formally respond within fourteen (14) business days after receiving the complaint.

**For person(s) acting on behalf of an individual who receives services and/or supports from Meta.**

1. The feedback / complaint either formally or informally is submitted to the Supervisor.
2. The Supervisor will take the information and address the feedback /complaint accordingly. The Supervisor is responsible for notifying the Program Manager of the specific complaint.
3. The Supervisor will formally respond within five (5) business days of receiving the complaint.
4. If the individual is not satisfied with the resolution from the Supervisor they have the option of forwarding the feedback /complaint to the Program Manager.
5. The Program Manager will formally respond within five (5) business days of receiving the feedback / complaint.



6. If the individual is not satisfied with the resolution from the Program Manager they have the option of forwarding the feedback /complaint to the Executive Director.
7. The Executive Director will formally respond within five (5) business days of receiving the feedback / complaint.
8. If the individual is not satisfied with the resolution from the Executive Director they have the option of forwarding the feedback /complaint to the President of Meta Board of Directors.
9. The President of the Board of Directors will formally respond within fourteen (14) business days of receiving the complaint.

### **General Public**

1. The feedback / complaint either formally or informally is submitted to the Program Supervisor.
2. The Program Manager will take the information and investigate the feedback /complaint accordingly.
3. The Program Manager will formally respond within five (5) business days of receiving the feedback / complaint.
4. If the individual is not satisfied with the resolution from the Program Manager they have the option of forwarding the feedback / complaint to the Executive Director.
5. The Executive Director will formally respond within five (5) business days of receiving the feedback /complaint.
6. If the individual is not satisfied with the resolution from the Executive Director they have the option of forwarding the feedback / complaint to President of Meta Board.
7. The President of the Board of Directors will formally respond within fourteen (14) business days of receiving the feedback / complaint.

### **B. How Meta receives complaints/ feedback**

1. Meta will receive feedback / complaints in an informal or formal manner.
2. Formal feedback /complaints can be forwarded via :
  - Complete and then send the form available on the web site at [www.metacentre.ca](http://www.metacentre.ca)
  - via email to the Supervisor / Program Manager / Executive Director / President of Board of Directors, as appropriate.
  - in written form sent to head office at 401 Champagne Drive , Toronto, ON, M3J 2C6



- Meta Board of Directors can be contacted via email at [metaboard@metacentre.ca](mailto:metaboard@metacentre.ca)
  - Meta Board of Directors can be contacted in writing by forwarding to: Meta Board President, Meta Board of Directors, 401 Champagne Drive. Toronto, ON, M3J 2C6.
  - Use Complaints / Resolution Form , located on the website or obtained from Meta head office
3. Informal feedback / complaints can be forwarded via:
- Verbally
  - In writing
  - By use of comment / suggestion box located at Meta day programs
  - By email or voicemail
  - By communication methods specific to individual needs

### **C. Responding to feedback / complaints**

Meta will respond to all valid feedback / complaints in a timely manner, as outlined above. If Meta is unable to respond in the timeframe as outlined the individual will be notified of the reason why and given an alternate response date.

The individual(s) investigating are responsible for ensuring that the individual making the complaint is updated as / when needed.

A written report will be filed no later than seven (7) business days after an investigation has been completed.

The report will be completed by the individual(s) completing the investigation.

The report and all related documentation will be kept in a separate file in central administration and kept on file for a minimum of seven (7) years. .

A copy of the final findings will be sent to the individual who filed the feedback / complaint.

Meta will respond to feedback / complaints following the process that is set out in the Accessibility Standards for Customer Service, Ontario Regulation 429/07, made under the **Accessibility for Ontarians with Disabilities Act, 2005.**

- D. Meta will ensure that a person who submits a complaint or provides feedback is not at risk of having his / her services and / or supports negatively impacted or withdrawn, as a consequence of submitting the complaint / feedback.



- E.** Meta will make every attempt to avoid a potential conflict of interest between the person who makes the complaint or provides feedback, and those who may be involved in the review, documentation, investigation, resolution and notification/confirmation and; that the review process is free of any coercion or intimidation or bias, either before, during, or after the review.
- Where there may be potential for conflict of interest the feedback / complaints received concerning specific program will be investigated by an alternate designate.
- F.** The review process will be conducted by a committee comprised of individuals not involved in the delivery of services / supports.
- G.** Meta policies and procedures on the feedback and /or complaints process shall comply with reporting requirements set out in the **Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act 2008**, and its regulations. Where necessary, Meta shall ensure that a complaint / feedback is:
- Reported to the police (as in the case of alleged, suspected or witnessed abuse that may constitute a criminal offence, as required by Ontario Regulation 299/10 regarding quality assurance measures made under the **Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act 2008**); and /or
  - Reported to the Ministry as a serious occurrence through the ministry's serious occurrence reporting process (based on the nature of the feedback /complaint )
- H.** Meta shall conduct a review and analysis of the complaints and feedback received to evaluate the effectiveness of its policies and procedures, on an annual basis.
- I.** Meta shall also conduct a review and analysis of the feedback and complaints received to consider the need to revise any other policy and procedures that the agency may have in place.
- J.** Meta shall share information about its feedback / complaints process, and / or feedback / complaints, as part of the Ministry's risk assessment process, upon request by the Ministry.

The Ministry of Community and Social Services (MCSS) has established ReportON: a phone line and email address for complaints of abuse to be registered directly with the ministry. The phone number and email address can be accessed at 1-800-575-2222 or [reportONdisability@ontario.ca](mailto:reportONdisability@ontario.ca). ReportON will not change the current mandatory reporting obligations as defined in QAM regulations. Agencies/DSOs will continue to follow existing du