

Policy: Individuals have the right to register complaints about West Toronto Support Services (WTSS) without fear of interference, coercion, discrimination or reprisal. All complaints received will be dealt and followed-up within a timely, professional and courteous manner.

Procedures:

For General Public

1. All complaints must be documented on a Complaint/Concern Form and it is to be used by the appropriate staff member for the follow-up action to the complaint/Concern made.
2. The appropriate staff member is required to contact any person registering a complaint within 24-48 hours. All complaints must be dealt with in a professional and calm manner.
3. If the person registering the complaint is unsatisfied with the decision received, they should submit a written complaint to the Manager and/or CEO.
4. The Manager and/or CEO will review and respond to the person registering a complaint (or the person who is lawfully authorized to make a decision on a client's behalf concerning the service) regarding a decision within sixty (60) days of receiving the initial complaint.

For Clients

1. Clients are given a copy of the Client Bill of Rights at the beginning of service provision.
2. Agency staff and volunteers receive information regarding the Client Bill of Rights, including the right of clients to make complaints during their orientation period.
3. Clients have the right to make complaints regarding their service, including, but not limited to; eligibility for services; exclusion of a service in their Service Plan; amount of service; termination of a service; quality of a service, and/or; an alleged violation of the person's rights set out in the Bill of Rights.
4. All complaints must be documented on a Complaint/Concern Form and the reverse side is to be used by the appropriate staff member for the follow-up action to the complaint/concern made.
5. The appropriate staff is required to contact any person registering a complaint within 24-48 hours. All complaints must be dealt with in a professional and calm manner.

Bloor site

1709 Bloor St. West. 2nd Floor
Toronto, ON M6P 4E5
(416) 653-3535

Weston/Mt.Dennis site

1167 Weston Road
Toronto, ON M6M 4P5
(416) 249-7946

Funding support provided by:



6. If the client is unsatisfied with the decision, he/she can make an appeal to the Health Services Appeal and Review Board (a division of the Health Board Secretariat), which will give both parties at least seven (7) days notice of a date of a hearing. The Health Services Appeal and Review Board may be contacted at:

Health Services Appeal and Review Board

151 Bloor Street West, 9th Floor

Toronto, Ontario M5S 1S4 Canada,

Telephone: (416) 327-8512, 1-866-2822179

7. A review of all formal complaints, grievances and appeals will be conducted annually to determine trends, areas needing performance improvements and actions to be taken.

The appeal Board may affirm the decision, rescind the decision (and refer the matter back to the agency for a new decision based on their directions) or rescind the decision and substitute its opinion for that of West Toronto Support Services (WTSS) for implementation in writing within 3 days after the end of the hearing.