

## PATHWAYS ABILITIES SOCIETY

### **POLICY: COMPLAINTS AND ADVOCACY TRACKING**

**Applies to:** Supervisors and Management Personnel

Original Approval Date: September 30, 2003

Date Board Approved: May 31, 2021

Replaces Policy Dated: May 25, 2015

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Board Member's Signature

### **PREAMBLE**

This policy is intended to ensure complaints/concerns and advocacy issues are addressed in a timely, effective manner. It is not intended to get around the Conflict Resolution policy.

### **POLICY**

#### Complaints/Concerns

When a parent, caregiver, employer or community member verbally or in writing, identifies an issue or concern regarding the treatment of a person Pathways provides service to or the services Pathways provides, the supervisor or manager completes a Complaints Documentation form in ShareVision and adheres to the reporting requirements identified on the form. The supervisor or manager follows-up the complaint and rectifies it as soon as possible.

Complaints are tracked and analyzed by management and supervisors to prevent further occurrence. The activity quality assurance manager (AQAM) ensures all follow-up requirements are completed and provides the executive director with a quantitative summary of the annual results in June. The executive director provides the board of directors with a copy by the end of September.

When a parent, caregiver, employer or community member verbally or in writing, identifies an issue or concern regarding a manager, contractor or the executive director, the executive director informs the board of directors unless the complaint went directly to the board. The board of directors determines how the complaint will be rectified as soon as possible. Complaints of this nature are not analyzed by management or supervisors however the executive director informs the AQAM of a complaint for the quantitative summary.

Retaliation (taking action) against any person making a good faith complaint under this policy or retaliation against witnesses assisting in an investigation of a complaint is expressly prohibited. Actions, including disciplinary, will be taken against any person engaging in any form of retaliation. Creating barriers to service for any person making a good faith complaint under this policy is expressly prohibited.

## Advocacy

When a Pathways staff feels a person with a diverse-ability is not being treated appropriately (rights violations are reported as outlined in the Incident Report policy and procedure) by a caregiver, family member or support staff, they report their concern to their immediate supervisor or designate. The supervisor or their designate assesses and determines the course of action to be taken and documents the concern and actions in the ShareVision Advocacy Tracker. They follow-up.