

PATHWAYS ABILITIES SOCIETY

PROCEDURE: COMPLAINTS AND ADVOCACY TRACKING

Applies to: Supervisors and Managers

Effective/Revision Date:

September 30, 2003
April 13, 2006
September 6, 2006
May 28, 2008
April 19, 2010
September 12, 2011
November 23, 2012
June 18, 2013
May 25, 2015
June 16, 2015
September 20, 2016
May 8, 2017
June 28, 2021

Complaint/ Concern Regarding the Treatment of a Person

1. When a complaint has been identified to a supervisor or manager, they:
 - Complete the Pathways Complaints Documentation list in ShareVision. They input the information that is available at the time of the complaint.
 - Emails the executive director or designate to notify them that a Complaint form has been completed in ShareVision prior to leaving their shift.
 - Within two working days follows up with anyone involved in the complaint including but not limited to the employee, contractor, volunteer or individuals served. Documents the required follow up and actions to remedy the complaint in the ShareVision list.
 - Within 5 working days writes or emails to the complainant to inform them of the plan for follow up and any results.
 - Continues to update the form ensuring that all fields are addressed and all follow-up action taken.
2. If a complainant is not satisfied with the results of the process outlined in step 1, they are advised to contact the executive director directly.
3. The executive director will meet with the complainant within 5 working days to discuss how best to resolve the complaint.
4. If the complainant and executive director are unable to agree on a resolution then the Conflict Resolution Procedure is followed. The complainant will take their concern to Community Living BC.
5. The executive director or designate:
 - Brings a copy of the form to the next leadership team meeting for further analysis, strategy development and potential follow up referral to the Occupational Health and Safety (OH &S) committee in order to prevent reoccurrence.
 - Inputs the results of the meeting into the form.

- Provides the board of directors with a copy of the quantitative summary of the Complaints for the year in June.
- Ensures the complaint is kept for a ten year period.

6. The Activity Quality Assurance Manager (AQAM):

- Completes the follow up requirements identified at the leadership team review.
- If required, provides the OH&S committee with a copy for analysis, strategy development and follow-up to prevent reoccurrence and ensures the recommendations are implemented and the results documented.
- In the month of June, provides the executive director and leadership team with a quantitative summary of the Complaints for the year.

Complaint/ Concern Regarding a Manager, Contractor (excluding home share providers) or the Executive Director

1. When a complaint has been made against a manager, contractor or the executive director, the executive director:

- Notifies the board of directors within two working days.
- Documents the complaint in a Word document.
- The board reviews the complaints, determines the actions required rectifying the issue and who is responsible for implementing the actions, and communicates the plan to the executive director.
- Documents the results in a Word document.

2. The executive director notifies the AQAM that a complaint occurred for the annual quantitative summary.

Complaint/ Concern Regarding a Board Member

1. When a complaint has been made against a board member, the person receiving the complaint notifies the executive director.

2. The executive director:

- Documents the complaint in a Word document.
- Notifies the President of the Board, in the case the complaint is against the President, notifies the Vice-President within 1 day.

3. The President or Vice-President:

- Reviews the complaint, determines the actions required rectifying the issue and who is responsible for implementing the actions and communicates the plan to the executive director.
- Documents the results in a Word document.

4. The executive director notifies the AQAM that a complaint occurred for the annual quantitative summary.

Advocacy

1. When an advocacy issue has been identified, the supervisor or manager:

- Inputs the issue into the Advocacy Tracker list in ShareVision.
- Continues to update the tracker ensuring that all fields are addressed and all follow up action taken.

- Notifies the rest of the leadership team via email that an issue has been documented.

2. The executive director or designate:

- Initiates a review of the advocacy tracker at each leadership meeting.