

## **SERVICE SATISFACTION PROCESS**

**The Service Satisfaction Process is for people who receive services and their families/guardians/advocates.**

Community Living Parry Sound is committed to maintaining quality and excellence in services. In order to do this, there must be an established culture of open, supportive communication. To facilitate communication, people receiving services, their families, guardians and/or advocates must have ways to discuss and bring forth their concerns constructively. By providing a way to do this, we can work cooperatively to address and correct issues and or resolve differences in a timely fashion.

1. If the concern is about abuse, neglect or exploitation, the Community Living Parry Sound Anti-Abuse and Anti-Harassment Policy Abuse will be followed.
2. If the concern is about a rights restriction, the Community Living Parry Sound Process for Submission and Review/Accessing the Internal Rights Committee will be followed.

### **PROCEDURE:**

- Step 1** The concern should be first addressed with support staff, program supervisor and/or the program director. If a person receiving services and/or his/her families/guardian/advocate has an issue or concern regarding supports and services the issues should be directed verbally or in writing or in any other manner that suits the person's communication style. It is the responsibility of the support staff, program supervisor and/or program director receiving the complaint to address the concern and work towards achieving resolution at the time the concern is received.
- Step 2** Should the response from the support staff, program supervisor and/or the program director be unsatisfactory to the person, with assistance as needed or requested they will be directed to contact the Manager of Quality Assurance by telephone at 705-746-9330 ext. 241 or in person at 38 Joseph Street.
- Step 3** The Manager of Quality Assurance will set up a meeting to review the concern and work toward achieving resolution at the time the concern is received.
- Step 4** Should the issue still not be resolved to the person's satisfaction they will be directed to speak with the Executive Director, who will review and respond to the concern within ten (10) business days of receiving the complaint.

**Step 5**

Should the response from the Executive Director be unsatisfactory, the person receiving services and/or their family/guardian/advocate can contact the President of the Board of Directors requesting further action through the Board of Directors. This can be done by communicating this to the Executive Director who will in turn advise the President of the Board. The Board President and Executive Director will review the initial concern and the Executive Director's response. A written response will be forwarded to the person receiving services, and/or family/guardian/advocate within thirty (30) days from the date of initial contact with the Board President.

***All complaints that are brought forward to the Manager of Quality Assurance are recorded in the organizational database***

