

## Complaints Resolution Process

Taproot Community Support Services (Taproot) upholds the right of all persons served, family members, staff, community members, and other stakeholders to raise concerns about the delivery of Taproot's services and to have their concerns treated equitably and constructively.

No one will be denied services, punished, or retaliated against by Taproot for bringing their concerns to us. We want all participants and stakeholders in our services to feel safe and respected in bringing issues to our attention. Your feedback is also an important part of our continuing quality improvement process.

If you have any concerns about the care or treatment provided by Taproot services, staff, or contracted care providers, please let us know as soon as possible:

### Informal Complaints

- If you have a question or complaint, you are encouraged to speak to the staff member who is closest to the situation and to the delivery of your services – either in person, by phone, or email.
- If the staff member is not able to assist you, please speak with the Program Supervisor who oversees the delivery of your services.
- If your concern is not resolved within 5 days after you speak to the Program Supervisor, or if they are part of the complaint or if they are not available, you are encouraged to bring your concern to the Program Director or Executive Director for your services.
- The staff who deliver your services will provide you with the contact information for the Program Supervisor, Program Director, or Executive Director.

### Formal Complaints

- If your complaint has not been resolved through the informal complaint process above, you are encouraged to submit a formal complaint in writing:
- To start a **formal complaint**, request a copy of the Person Served Complaint Form, and fax or email it to the Program Director or to our Central Admin office in Maple Ridge, BC or Regional Admin office in Edmonton, AB.

- Be sure and tell them as much as you can about your complaint and mention any people who are involved.
- After receiving the written complaint, Taproot staff will respond in person, by phone, or by email to let you know that your formal complaint was received and to gather any further information that is needed to address your concerns.
- The Program Director will address the matter within 10 days of receiving the formal complaint and notify you in writing.
- If your concern is not resolved, you can contact the Executive Director for your service to request a meeting.
- The Program Director will provide you with the Executive Director's contact information. The meeting should be held within 15 days. If you wish, you are welcome to ask a family member, friend, or representative to support you in the meeting.
- Where possible you will get a written decision about your complaint in 30 days after Taproot has received your formal complaint in writing.
- If it is something that is very serious and you are worried about your safety, we will ensure that your complaint is addressed as soon as possible.

## The Appeals Process

If you are not satisfied with the outcome of your formal complaint to the Executive Director, you can contact Taproot's CEO for a review and final decision. The Executive Director will give you the CEO's contact information.

If you are still not satisfied you can get someone else outside of Taproot to help you. You have the right to arrange for assistance from whomever you wish at any time to help resolve your complaint, including a legal guardian, a social worker, or other advocate.

You are served by the organization and have the right to ask for an internal appeal of any aspect of the service you receive, including:

1. Acceptance into services
2. Types of services provided (including specific incidents)
3. Limitations on services; and
4. Termination of services

## Duty to Disclose

When the complaint resolution includes personal information about persons served and personnel, Taproot complies with privacy legislation by ensuring that the information is only shared within Taproot on a need-to-know basis. Taproot may report to funders or accreditors on the number of formal complaints we have received, but in these cases the complaints will be described in general terms with no identifying information.

When a formal complaint is investigated as a “reportable incident” we must fill out a report and send it to the office of our funders, who may begin a formal investigation.

If there is a complaint of child abuse or if someone suspects that a child is being abused, we also must tell Child Protection. Where there is suspected or observed neglect, abuse, or any other unlawful act against a person, Taproot involves the police as a part of the reporting process. These situations must be reported immediately to the Program Supervisor.