

AFTER YOU FILE A COMPLAINT OR ADVOCATE FOR SOMEONE

- THE PROGRAM COORDINATOR OR EXECUTIVE DIRECTOR WILL MEET WITH THE INDIVIDUAL WHO THE COMPLAINT HAS BEEN RECEIVED ABOUT.
- THE INDIVIDUAL WILL BE OFFERED SUPPORT (FOR EXAMPLE: UNION SUPPORT).
- THE PROGRAM COORDINATOR OR EXECUTIVE DIRECTOR WILL ALSO MEET OR SPEAK WITH THE COMPLAINANT.
- YOUR COMPLAINT WILL BE INVESTIGATED WITHIN 7-10 DAYS OF KSCL RECEIVING THE COMPLAINT.
- YOU WILL NOT BE PUNISHED OR CRITICIZED FOR MAKING A COMPLAINT AND THERE WILL BE NO RETALIATION.
- EVERYONE INVOLVED HAS A RESPONSIBILITY TO BE TRUTHFUL AND SHOW RESPECT FOR EACH OTHER. WE WILL WORK TOGETHER TO FIND A FAIR SOLUTION.

ONCE A DECISION IS MADE

Once the investigation is completed and a decision is made, you will receive a letter from KSCL letting you know your concerns were heard and what decisions were made and the reasons for it.

There may be changes made in areas such as policy, practice, staff training, or supervision.

If the situation is not resolved in 30 working days or if you are not satisfied with the outcome, you may ask for an independent review.

OUR VISION: WE ASPIRE TO BE RECOGNIZED AS THE LEADING PERSON CENTRED SERVICE PROVIDER.



OUR MISSION: WE WILL GIVE SUPPORT, ADVOCATE, AND PROVIDE SERVICES FOR PEOPLE WHICH EMPOWERS THEM TO CONTROL THEIR LIVES AND TO GAIN ACCEPTANCE AND INTERDEPENDENCE WITHIN THEIR COMMUNITY.

REGISTERING A COMPLAINT OR ADVOCATING



KOOTENAY SOCIETY FOR COMMUNITY LIVING
2224 6TH AVENUE CASTLEGAR, BC V1N 2V9
P: 250-365-2624 F: 250-365-5679 W: [HTTP://KSCLCASTLEGAR.NET](http://ksclcastlegar.net)

WHO CAN MAKE A COMPLAINT OR ADVOCATE?

Anyone can file a complaint or advocate on a person's behalf who's receiving services from KSCL. This includes the person receiving services, their family, caregivers, friends, employer, community members, or any other stakeholder.

WHAT CAN THE COMPLAINT BE ABOUT?

- BEING TREATED WITH RESPECT AND DIGNITY;
- FAIRNESS;
- SENSITIVITY TO A CULTURE;
- IN YOUR DEALINGS WITH THE SOCIETY;
- QUALITY OF SERVICES;
- A BREACH OF THE RIGHTS OF A PERSON IN CARE;
- OR ANY OTHER CONCERN.



BE CLEAR ABOUT WHAT YOUR COMPLAINT IS AND PRESENT KEY FACTS AND EVENTS WHEN YOU MAKE YOUR COMPLAINT.

OUR COMPLAINT & ADVOCACY POLICY

Before filing a complaint you should first try to work out your concerns directly with the individual. If this doesn't work and you still have concerns, contact (by phone, letter, fax, or in person) the Program Coordinator or Executive Director and say you want to make a formal complaint.

It is the intent of KSCL that all complaints, whether they be from the community, an employee, a client, family or any other stakeholder, be dealt with in a fair and equitable manner.

The goal of KSCL is to work cooperatively wherever possible toward acceptable resolution of all complaints. As service providers, we are required to meet standards for Interior Health Licensing, Community Living BC, Ministry of Children and Family Development, CARF, and WorkSafe BC. These external bodies may have requirements that KSCL is mandated to meet. Where these dictate the course of our actions, the details of the information will be provided to the complainant in writing.

KSCL welcomes outside investigations and recommendations pertaining to issues of quality within services. Depending on the nature of the complaint, clients, staff, families, caregivers, or community members may request an external investigation.

**TO MAKE A COMPLAINT, PLEASE CONTACT:
OFFICE: 250-365-2624
EMERGENCY: 250-365-9861**

EXECUTIVE DIRECTOR: Kathleen Elias EXT. 3 keliasksc@telus.net
PROGRAM COORDINATOR: Sunny Junker EXT. 2 sjunkerscl@telus.net

FOR EXTERNAL INVESTIGATIONS, CONTACT:
COMMUNITY LIVING BC: 250-365-8558
INTERIOR HEALTH LICENSING DIRECT: 1-877-980-5118
SERVICE QUALITY ADVOCATE (CLBC): 604-775-1238
MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT: 250-310-1234
BC HUMAN RIGHTS COMMISSION: 604-689-8474
OMBUDSMAN'S OFFICE: 1-800-567-3247
PUBLIC GUARDIAN AND TRUSTEE: 1-800-663-7867