



COMPLAINT PROCEDURE CHILDREN

If you have an issue or concern regarding a staff member, other residents, mistreatment, rights restriction including your right to be informed, your right to freedom from abuse, your right to appropriate discipline, your right to privacy, your right to send and receive mail, your right to practice and receive religious instruction, your right participate in your cultural or heritage activities, your right to participate in your plan of care, your residential placement as well as your right to good care including nutritious meals, well-suited educational programs, medical and dental care, age appropriate clothing, participation in after school activities.

You can address your complaint or concerns verbally or in writing or in any other manner that suits the person's communication style. This will then be documented in writing by staff when made verbally. Complaints can be made in private or in the presence of other peers. Complaints can be made to:

- ***You can talk to your Prime Worker*** - the Prime Worker is there just for you
- ***You can talk to the Program Supervisor*** - he or she wants to know that everything is O.K. in the house
- ***You can talk to your Social Worker*** - he or she is always ready to listen to you
- ***You can talk to the Clinical Director*** - he or she will talk to the staff for you
- ***You can talk to the Director of Services*** - their doors are always open to listen to the kids
- You can talk to somebody you trust in the community.

Complaints can be made by the child or youth, their parent or another person representing the child or youth.

Hatts Off will document in writing to acknowledge receipt of a complaint within 24 hours and determine if any actions can be taken to help the child and youth person while the complaint is

being investigated. The child/youths parent or another person representing the child/youth will also be notified of the complaint.

An update will occur within 15 days of the date the complaint was received to the person that made the complaint and their legal guardian/ parent. If more time is required to investigate and conclude the complaint than an update will occur within every 15 days consecutively until the complaint is resolved.

At no time will the person/persons whom the complaint was made about be a part of the investigation process. The involvement would be limited to being interviewed if needed by the designated investigator and being provided the outcome of the complaint. This will be completed at a management level by the Supervisor of the program unless the complaint is against them wherein the Director will complete the investigation. If the complaint is against the Director then the Director of Services or Human Resources will complete the investigation.

Following a thorough inquiry, the supervisor responsible for following up will meet with the Clinical Director to discuss the outcome and determine the necessary steps to bring the situation to a conclusion. This could include but is not restricted to the discipline of staff, a review of the program, amendments to Hatts Off Policy and procedure, in service training, etc. The complaint, follow up and outcome will be documented in writing by the person responsible for the inquiry and will be delivered to the Residential Director.

Documentation of the complaint and the actions taken will be placed in the youth file. The Program Supervisor and/or Clinical Director will also meet and review the complaint/outcome with the youth in order to ensure they fully understand the process and outcome.

Finally, if you don't think you can talk to any one of these people or you did speak to them and the problem is still happening, you can speak to the Ombudsman Office at 1-800-263-2841. 24 hours a day Email: www.ombudsman.on.ca , Facebook: Ontario Ombudsman, Twitter: Ont_OmbudsmanFr. The child/youth/parent will have to leave a message and the lawyer will call you back. If you need help making the call, you can ask anyone you wish to help.

You will have to leave a message and someone will call you back. If you need help making this call, ask any of the people listed above and they will help.

CHILDREN/YOUTH RIGHTS TO ACCESS THEIR PERSONAL FILE

All children and youth who reside in Hatts Off have the right to review and have access to their individual file while at Hatts Off.

Children/Youth can request to review their file in a Plan of Care, directly to their program Supervisor or Director and also their Guardian and a date and time will be arranged to do this.

The Child/Youth can review their file at our Head Office or the Program they reside in.

Only information gathered and accumulated by Hatts Off while residing with us will children/youth be allowed access to.

Any other information generated outside of your stay with Hatts Off will require the child/youth to contact their Guardian for access to this.

Sometimes information may be upsetting or traumatic or confusing in a child/youths file, a Supervisor, Guardian and support person will be available to review the file with the Child/Youth.

In any instance of a child/youth wishing to review their file they will have the choice of a support person to be present.

IT'S THE LAW - YOU HAVE THE RIGHT!!!

COMPLAINTS FROM PARENTS OF CHILDREN IN OUR CARE POLICY

Hatts Off strives to maintain positive and productive relationships with parents/family members of the children in our care when it is in the best interest of the child to do so. Hatts Off will respond immediately to any concerns raised by a parent and will work towards a mutually agreeable outcome and/or understanding of the situation. You can address your complaint or concerns verbally or in writing or in any other manner that suits your communication style.

All parents who are identified as being involved with their child by the CAS will be informed of the Complaints Procedures within 7 days of their child's admission to Hatts Off, or upon admission if the parent attends.

PROCEDURE

1. On the receipt of a concern or complaint from a parent and/or involved family member, the staff person receiving the complaint will immediately inform the Supervisor of the program and the Clinical Director or the On-Call Supervisor if it is received after hours. The staff person will document the complaint on an Incident Report to be delivered to the Supervisor as soon as possible.
2. The Supervisor will do a preliminary inquiry at the earliest possible convenience and will make the necessary notifications up to and including the Director of Services as needed.
 - Where a complaint is brought against a front line or clerical staff member or foster parent, the Supervisor of the program will inform the Clinical/Foster Care Director of the nature of the complaint and direction for follow up of the complaint.
 - Where a complaint is brought against a Supervisor, the Clinical Director will inform the Director of Services who will work with the Director of the program to follow up on the complaint.

- Where a complaint is brought against a Director, the Director of Services will work with the Executive Director to follow up on the complaint.
 - A complaint against the Director of Services will be followed up by the Executive Director.
3. The Director of the program will ensure that the person responsible for following up on the complaint may speak with all parties including staff, resident, parent, Social Worker where necessary at the earliest convenience.
 4. Following a thorough inquiry, the supervisor responsible for following up will meet with the Clinical Director to discuss the outcome and determine the necessary steps to bring the situation to a conclusion. This could include but is not restricted to the discipline of staff, a review of the program, amendments to Hatts Off Policy and procedure, in service training, etc. The complaint, follow up and outcome will be documented in writing by the person responsible for the inquiry and will be delivered to the Residential Director.
 5. The Clinical Director or his/her designate will arrange to contact the parent/family member making the complaint to discuss the results of the inquiry and the decisions that resulted. The person making the complaint will be informed of the outcome generally but may not be made aware of privileged specifics i.e. formal details of discipline of a staff person.
 6. If the parent/family member is not satisfied with the outcome or would prefer further discussion, the parent/family member may speak directly with the Director of Services.
 7. The decision from the Management Team is final. However, in the event that the family is not satisfied with the outcome the family will be directed to consult with the CAS worker and may choose to inform the Ministry of Children, Community and Social Services. This number and the Ministry Supervisor's name will be provided upon request.

COMPLAINT PROCEDURE REGARDING OPERATIONAL, PHYSICAL AND SAFETY STANDARDS

If the complaint concerns the Operational, Physical or Safety Standards, Hatts Off needs to consider if this is a serious occurrence that needs to be reported to the Ministry of Children, Community and Social Services. All complaints regarding the Operational, Physical or Safety Standards will be reported to the Director of Services. The Director of Services will decide if this is a Serious Occurrence after consulting with the Executive Director.

COMPLAINTS FROM REFERRING AGENCIES POLICY

Hatts Off strives to maintain positive and productive relationships with personnel from referring agencies and other service agencies working in cooperation with Hatts Off. Hatts Off will respond immediately to any concerns raised by an agency and will work towards a mutually agreeable outcome.

PROCEDURE

1. On the receipt of a concern or complaint from a referring agency or other service agency, the staff member receiving the complaint will immediately inform the Director of Services or, in his/her absence a Director, and document the complaint on an Incident report to be delivered to the Director of Services as soon as possible.
2. The Director of Services will do a preliminary inquiry at the earliest possible convenience and will make the necessary notifications up to and including the Executive Director as needed.
 - Where a complaint is brought against a front line or clerical staff member or foster parent, the Director of Services will inform the Supervisor and his/her Director of the nature of the complaint and will give direction for follow up of the complaint.
 - Where a complaint is brought against a Supervisor, the Director of Services will inform his/her Director who will work with the Director of Services to follow up on the complaint.
 - Where a complaint is brought against a Director, the Director of Services will work with the Executive Director to follow up on the complaint.
 - A complaint brought against the Director of Services will be followed up by the Executive Director.
3. The Director of Services will ensure that the person responsible for following up on the complaint may arrange for a meeting with all parties including staff and residents where necessary at the earliest possible convenience.
4. Following a thorough inquiry, the person responsible for follow up will meet with the Director of Services to discuss the outcome and determine the necessary steps to bring the situation to a conclusion. This could include, but is not restricted to the discipline of staff, review and amendments to the Policy and Procedures manual, in service training, etc.. The complaint, follow up and outcome will be documented in writing by the person responsible for the inquiry and will be delivered to the Director of Services.

5. The Director of Services or his/her designate will arrange to meet with the agency making the complaint to discuss the results of the inquiry and the decision that resulted.
6. If the referring agency is not satisfied with the outcome or would prefer further discussion, the agency representative may speak directly with the Executive Director.

COMPLAINTS

Hatts Off Inc will complete a written evaluation annually a written evaluation of the complaints procedure to assess, the effectiveness of the written complaints procedure and identify and rectify any need for changes to the procedure to improve its effectiveness

The Clinical Directors for Programs will once a month on or before the 5th day complete a written analysis of every complaint received pursuant to the complaints procedure and the results of the review to determine whether any changes are required to the manner in which Hatts Off respects the rights of children and young persons when providing a service.

The written analysis will be provided, in the case of a child who is not a young person, a Director, or in the case of a young person, a provincial Director

After a complaint has been reviewed according to the complaints procedure Hatts Off shall ensure that a debriefing is conducted under the following rules:

- A debriefing process must be conducted with the persons to whom the complaint relates, in the absence of any children or young persons**
- A second debriefing process must be conducted with the child or young person who made, or is subject of, the complaint, in the absence of the persons to whom the complaint relates. If requested by the child or young person, the debriefing shall also include an adult identified by the child or young person as a support person**
- A third debriefing process must be offered to be conducted with any children or young persons who witnessed any conduct that gave rise to the complaint and must be conducted if any such children or young persons wish to participate in the debriefing process.**
- the debriefing processes must be structured to accommodate any child or young person's psychological, communication and emotional needs and cognitive capacity, and be focused on understanding the experiences of the child or young person that led to the complaint being made as well as what the Hatts Off can do better to meet the needs of the child or young person.**
- The debriefing must occur within the seven days after the complaint has been reviewed, the debriefing process must be conducted as soon as possible after the seven day period, and a record must be kept of the circumstances which prevented the debriefing process from being conducted within the seven day period.**

The service provider must document the date and time of each debriefing, the names and, if applicable, titles of the persons involved in each debriefing and the duration of each debriefing.

The name of each child or young person for whom a debriefing was offered and who indicated that they did not wish to participate in the debriefing process.

A description of the efforts made to conduct the debriefing processes required by this section that includes the names of the persons who made those efforts.