



External Complaints

Policy

Complaints are an important way for an organization to be accountable to the public. It can provide valuable prompts to review organizational performance and the conduct of people that work within and for it which can lead to improvements in service delivery.

It is the goal of Frontenac to be:

- Accessible
- Responsive
- Objective
- Confidential
- Accountable

Procedures

All external complaints will be considered by Frontenac Youth Services.

All aspects of an external complaint will be handled in confidence. However, if the external complaint involves allegations of illegal or unethical behaviour, information may need to be shared with external authorities.

1. All external complaints concerning Frontenac Youth Services must be submitted in writing. An external Complaint Form will be made available on the agency website on the Contact Us page. If a person does not have the ability to put an external complaint in writing, a verbal external complaint may be received at the discretion of the Human Resources Manager. Complaints may be recorded, specifically verbal complaints, by either audio or video to protect the complainant and the organization. All parties will be informed of such recording prior to its use. All efforts will be taken to accommodate persons of different languages and disabilities. The complainant is welcome to use an advocate or interpreter any time if required.
2. Receipt of an external complaint will be acknowledged within 5 business days.
3. An investigation and response will be made within 90 days, however factors can impede an investigation outside of our control, and investigation lengths can vary.
4. Complaints will be kept in a confidential file at the administration office. A full copy will be given to the complainant and any person involved in the complaint (including a respondent if relevant).
5. All external complaints will be reported to the Board of Directors in the monthly Executive Director's report to the Board or sooner if deemed necessary by the Executive Director and Chair of the Board of Directors.

If an external complaint remains unresolved, the Executive Director will inform the Agency's Chair, Board of Directors and/or the Program Supervisor at the Ministry of Health.

A third party outside the agency may be appointed to conduct a further review.

If the complaint is about the Executive Director, it will be referred to the Chair, Board of Directors by the Human Resources Manager. Any complaints about the Human Resources Manager will be referred to the Executive Director. Complaints related to the violation of any Board governance policies will be reviewed by the Board of Directors.