

Policy No. 7.28

Policy Section:	RISK MANAGEMENT
Policy Title:	CONFLICT RESOLUTION & COMPLAINTS PROCEDURE FOR GENERAL PUBLIC
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POLICY STATEMENT:

RYGIEL Supports for Community Living is committed to open, harmonious relationships with the general public. **RYGIEL Supports for Community Living** is further committed to finding a resolution to any potential conflict. The agency provides a procedure for concerns to be brought forward to the appropriate party.

PROCEDURES:

1. Should a member of the general public have a concern, they will bring the matter to the attention of the Director of Services, and the agency will comply with reporting requirements set out in the Services and Supports to promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 and its regulations. Where necessary, a service agency shall ensure that a complaint/feedback is: Reported to the police (i.e., as in the case of alleged, suspected or witnessed abuse that may constitute a criminal offence, as required by Ontario Regulation 299/10 regarding quality assurance measures made under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008).
2. If the matter remains unresolved, then the member of the general public will contact the Executive Director. The complaint will be reviewed and a decision rendered. This will be forwarded to the member of the general public within 14 days of receiving the complaint.
3. Should the matter continue to not have resolution, 3rd party mediation will be offered.
4. Should mediation not lead to a satisfactory outcome, the matter will be brought to the Board of Directors. After a preliminary review of the matter, the Board will determine whether a decision by them will be rendered at this time or if a meeting will take place between the Board Executive, general public member and other relevant parties.

The conclusion of this inquiry will include a decision of the Board, which will be final. A written report will be sent to the family within 14 days of the decision being reached.