

Complaints		CATEGORY:	Accountability
APPROVED BY:	APPROVED	REVIEW FREQUENCY:	Annually
APPROVED:	CHIEF EXECUTIVE OFFICER	REVIEWED/REVISED:	July 2019

PRINCIPLE

The Alzheimer Society of Toronto (AST) operates a client-centered model of service delivery and is committed to providing the best possible services to the individuals, groups and communities it serves. AST is committed to respecting and supporting the competence and integrity of its clients, staff and volunteer service providers. AST believes that organizational improvement can be best achieved by encouraging feedback and ensuring that this feedback is used for the purpose of continuous quality improvement.

POLICY

A process is in place to address concerns and complaints in a systematic and responsive fashion, which seeks to effectively address and resolve the concern/complaint in a timely manner. The process will seek to include staff and volunteer service providers within established steps in resolving the concern/complaint.

1. Any client, staff member, volunteer or stakeholder has a right to express concern about the service they have experienced, or any other concern they may have with the organization or its programs and services. A complaint may be made in person, by phone, or in writing.
2. The complaints policy and instructions on lodging a complaint are made available on the AST website.
3. The responsibility for handling complaints or allegations shall rest with the department Manager in which the complaint was logged.
4. Informal resolution of difficulties should be sought between the staff member and the complainant whenever possible before formal procedures are put into place.
5. The resolution of the complaint should be timely (refer to procedures) so as not to delay appropriate action for the complaint or cause undue stress for the complainant.
6. Uncorroborated complaints by a third party will be discouraged. Anonymous complaints will be accepted when submitted directly from the complainant.
7. Complaint and resolution outcomes are to be reviewed quarterly for the purpose of ongoing quality improvements.

RELATED DOCUMENTS

AST Complaint Details Form

Client Bill of Rights

Whistleblower Hotline