

# COMPLAINTS RESOLUTION PROCESS

## OUR MISSION

We assist persons with developmental disabilities to lead meaningful and healthy lives by partnering with the community to provide a comprehensive range of person-centered services for individuals and the families who care for them.

## OUR COMMITMENT

posAbilities is committed to providing quality services to the persons we support, and to their families, friends and advocates. We welcome and encourage any feedback that will help us to improve our services, and we pledge to respond to all feedback in a courteous, respectful and timely manner. We will not retaliate, harass, or create barriers to service as a result of a complaint.

## ASKING QUESTIONS

Please do not hesitate to raise any questions about the service you or a family member/friend is receiving. You can ask questions of any employee working in the applicable program. You have a right to know **what** we do and **why** we do it.

## RAISING CONCERNS

If you disagree/are dissatisfied with any part of our service, we want to hear from you. By letting us know your concerns, we are given an opportunity to improve our services and to strengthen the working relationship we have with you. Concern(s) about our services should be directed to the applicable **Team Leader**. If you are uncomfortable talking with the Program Supervisor, or if you are not satisfied with the response you receive, please approach the **Team Manager** followed by the **Program Director**. You can also ask a friend or family member to join you.

## MAKING A COMPLAINT

### ***What is a complaint?***

A "complaint" is a formal allegation of wrongdoing against our Association.

### ***Who can make a complaint?***

Complaints can be made by persons receiving services, applicants requesting services and stakeholders (families, friends, advocates, community members, funders, etc.). Employees or members of the Board of Directors may not use this process to make complaints.

### ***How do I make a complaint?***

You can make a complaint verbally or in writing. Please direct your complaints to:

#### ***Complaints Resolution Designate***

Suite 240, 4664 Lougheed Highway  
Burnaby, BC V5C 5T5

Phone (604) 299-4001 or Fax (604) 299-0329

(Please write "CONFIDENTIAL" on the letter or fax)

### ***What will happen next?***

Within 5 days of making a complaint, we will send you a letter to confirm that we received it. We will also contact you by phone. We will then begin an investigation that should be completed within 3 weeks. Upon completion, you will be informed of the results.

### ***Is there a time-limit to making a complaint?***

While there is no time-limit to making a complaint, the more time that passes between the incident and the complaint, the more difficult it may be to investigate it. Therefore, please bring your complaints forward as soon as possible.

### ***What about privacy?***

You will need to give us your name when you make a complaint. However, we will do everything we can to keep your name and any supporting information confidential.

### ***What if I want help/support with this process?***

You are encouraged to ask a friend, family member, social worker or other advocate to help you through this process. If you don't know who to ask, we can help you to find someone. Once you have found an advocate, we will ensure this person is present during any discussions and that all copies of correspondence are forwarded to both you and your advocate.

### ***What if I'm not happy with the results?***

You have a number of choices. You can appeal the decision directly to the Chief Executive Officer (CEO). The CEO will contact you and review the complaint, the investigation, and your appeal, and will likely make a decision within 3 weeks. You can also take your complaint to someone outside posAbilities. Here are some choices:

#### ***Ministry for Children and Family Development (MCFD)***

Questions about how to navigate MCFD Services can be directed to the Client Relations Branch by calling 1-877-387-7027. Information about their Complaints Resolution Process is available at <https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/child-family-service-complaints>

or by calling the complaints staff responsible for client concerns in your region:

**Vancouver Coastal**

8th Floor - 1177 W. Broadway  
 Vancouver, BC, V6H 1G3  
 Phone: 604 660-1548  
 Fax: 604 660-5072

**Vancouver Island**

PO Box 9727 Stn Prov Govt  
 Victoria, BC, V8W 9S2  
 Toll-free: 250 952-4707  
 Fax: 250 952-4282

**Simon Fraser Region**

101-10221-153rd Street  
 Surrey, BC, V3R 0L7  
 Phone: 604 586-4100  
 Fax: 604 586-2602

**North**

462-1011 4th Ave.  
 Prince George, BC, V2L 3H9  
 Phone: 250 992-4165  
 Thursdays call: 250 565-4243  
 Fax: 250 565-4427

**Interior**

Suite 201-117 10th Ave. S.  
 Cranbrook, BC, V1C 2N1  
 Toll Free: 1 855 717-2022  
 Fax: 250 426-1576

***To resolve complaints about disability or health related services to adults, you may contact:*****Community Living BC**

7<sup>th</sup> Floor, Airport Square  
 1200 – West 73<sup>rd</sup> Avenue  
 Vancouver, BC, V6P 6G5  
 Phone: 604 664-0101  
 Toll Free: 1 877 660-2522  
 Fax: 604 664-0765  
[www.communitylivingbc.ca](http://www.communitylivingbc.ca)

**Office of the Ombudsman**

*Complaints about any service funded  
 by the Provincial Government.*  
 Phone: 1 800 567-3247  
 Voice to TTY: 1 800 855-0511  
 TTY to TTY: 1 800 855-1155  
 Fax: 250 387-0198

***To resolve complaints about patient care if you are uncomfortable talking to the manager or are unhappy about how your concerns were handled, you may contact:*****Fraser Health Patient  
 Care Quality Office**

11762 Laity St, 4th floor  
 Maple Ridge, BC, V2X 5A3  
 Toll Free: 1-877-880-8823  
 Fax: 604 463-1888  
 Email: [pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)

**Vancouver Coastal Health  
 and Providence Health Care**

Patient Care Quality Office  
 Room CP-380 – 855 West 12<sup>th</sup> Avenue  
 Vancouver, BC, V5Z 1M9  
 Toll Free: 1 877 993-9199  
 Fax: 604 875-5545  
 Email: [pcqo@vch.ca](mailto:pcqo@vch.ca)

***For Licensed Facilities, you may contact:*****Vancouver Coastal Health  
 Residential Care & Community  
 Care Facility Licensing**

1200 - 601 West Broadway  
 Vancouver, BC V6Z 4G2  
 Phone: 604 675-3800  
 Fax: 604 736-3851

**Fraser Health Authority  
 Residential Care &  
 Community Care  
 Facility Licensing**

300 - 205 Newport Drive,  
 Port Moody, BC V3H 5C9  
 Phone: 604 949-7700  
 Fax: 604 949-7706

**Patient Quality  
 Care Review Board**

PO Box 9643,  
 Victoria, BC, V8W 9V1  
 Toll Free: 1 866 952-2448  
[www.patientcarequalityreviewboard.ca](http://www.patientcarequalityreviewboard.ca)