

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

240, 4664 Lougheed Highway Burnaby, BC V5C 5T5

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

Or email to : complaintresolutionofficer@posabilities.ca

(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:

Phone: 1-877-387-7027

Email: ComplaintsProgram@gov.bc.ca

Web: <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development>

Information about the Ministry's Complaints Resolution Process is available at Make A Complaint about Child or Family Service.

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

Community Living BC

7th floor, Airport Square
1200 West 73rd Avenue
Vancouver, BC V6P 6G5
Phone: 604-664-0101
Toll Free: 1-877-660-2522
Fax: 604-664-0765
Email: CLBCInfo@gov.bc.ca
www.communitylivingbc.ca

Office of the Ombudsperson

2nd floor, 947 Fort Street, Victoria, BC
Phone: 250-387-5855 (Victoria)
Toll Free: 1-800-855-0511
Voice to TTY: 1-800-855-0511
TTY to TTY: 1-800-855-1155
Fax: 250-387-0198
Email: info@bcombudsperson.ca
Mailing Address: PO Box 9039,
STN PROV GOVT, Victoria, BC V8W 9A5

For Licensed Facilities:

**Vancouver Coastal Health Authority
| 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: 604-949-7701
Fax: 604-949-7706

If you are not satisfied with your response from Vancouver Coastal Health or Fraser Health Authority, contact:

Patient Quality Care Review Board

PO Box 9643
Victoria, BC V8W 9V1
Toll Free: 1-866-952-2448
<https://www.patientcarequalityreviewboard.ca/>

Review request forms may be submitted to the Patient Care Quality Review Board by mail, fax or email. If you are unable to submit a written review request or need help with translation, you may submit your complaint verbally by calling 1-866-952-2448.

Other Options for making Complaints about any service funded by the Provincial Government:

Office of the Ombudsperson

2nd floor, 947 Fort Street, Victoria, BC
Phone: 250-387-5855 (Victoria)
Toll Free: 1-800-855-0511
Voice to TTY: 1-800-855-0511
TTY to TTY: 1-800-855-1155
Fax: 250-387-0198
Email: info@bcombudsperson.ca
Mailing Address: PO Box 9039, STN PROV GOVT, Victoria, BC V8W 9A5