



Community Response Plan - Policy and Procedure

This policy and its related procedures apply to complaints received and issues raised with the Christie Ossington Neighbourhood Centre (CONC) about our activities, programs, services, staff, volunteers or participants in relation to the 30 bed emergency men's shelter at 850 Bloor St. W.

Guiding Principles

- That all complaints/issues raised are dealt with promptly and resolved as quickly as possible.
- That the review of complaints/issues is fair, impartial and respectful to all parties.
- Complainants are advised of their options to escalate their complaints/issues if they are dissatisfied with treatment or outcome.
- Updates are provided to complainants during review processes.
- That clear and understandable reasons for decisions relating to complaints are provided.
- Complaints/issues are used to assist in improving services, policies and procedures.

Types of Complaints/Issues Raised

Definition: A complaint/issue is an expression of dissatisfaction, or a voluntary suggestion, about the services, actions, or lack of action by CONC as an organization or a staff member or volunteer acting on behalf of CONC.

Examples include, but are not limited to:

- Ways we can improve our services in relation to our surrounding communities;
- perceived failure to do something agreed upon;
- failure to observe policy or procedures;
- error(s) made by a staff member/volunteer;
- unfair or discourteous actions/statements by staff member/volunteer; or
- participant activities that disrupt the safety of community members.

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

Complaint/Issue Receipt and Handling

A complaint may be received verbally, by phone or in-person, or in writing through the online form on the CONC website, or email, if the form function is not available. The Outreach & Communications Manager (OCM) will be the first person to receive and/or review the issue or complaint. If the complaint was made in-person to another frontline staff member, the OCM will also be responsible for contacting the complainant to indicate that the complaint has been received. If the complaint was made in-person, basic contact information including name, phone number and email address should be immediately recorded at the time of the interaction to assist the OCM in documentation and review.

After formal acknowledgement of the complaint, a timeframe for action will be determined and will be communicated to the complainant.



Documenting the Complaint/Issue

Where the complainant completed the online form, information on the issue will be recorded in CONC's online filing system through cloud-based software. Complaints where a hard copy of a complaint form was completed, or the complaint was made in-person, will be recorded and an electronic copy will be generated to be filed. Information recorded on the worksheet includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

A summary of the complaints received, including number and type, will be reported to the Christie Ossington Neighbourhood Centre's Board of Directors on an annual basis.

Resolving the Complaint/Issue

Every effort should be made to resolve complaints received in a timely fashion. Complaints received in writing will be acknowledged within 2 business days and the OCM should attempt to have a response or update on the matter within 10 business days.

Where issues are raised and can be resolved within the same business day, the OCM will be responsible for recording and filing the resolution of the matter. Where a complaint cannot be easily resolved, a review schedule will be created and relevant parties will be contacted to provide input on how a resolution may be reached. Subsequent meetings with complainants and other parties may be arranged, if necessary. In either event, the OCM will be responsible for updating the complainant on how the issue is being addressed. Complainants will be kept informed of the status of their complaint on a weekly or monthly basis depending on the nature of the issue. Every attempt will be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.

If the OCM cannot resolve the complaint to the satisfaction of the complainant, a list of options of how to escalate the issue will be provided at a final review meeting. Escalation options include, but are not limited to, the Shelter, Support and Housing Administration Division with the City of Toronto, the Ombudsman and any relevant professional colleges.

Overview of the Community Response Plan

Step One

Complaint/Issue is raised by community member in-person or online. Every effort is made to resolve matter at time of complaint. Review process begins

Step Two

OCM confirms matter is being scheduled for review within 2 business days. Review process may include meetings and updates according to complainant preference.

Step Three

OCM schedules a meeting with complainant to discuss proposed resolution of issue within 1 month, where possible. Opportunities for escalation are discussed with complainant.