

# CONFLICT-RESOLUTION & GRIEVANCE PROCESS

## Kindred Connections Society

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All stakeholders (Kindred staff, contractors, students, volunteers, clients, and client families, etc.) are encouraged to come forward with any concerns or complaints that they may have with Kindred. The complainant is encouraged to take the following steps to ensure a satisfactory resolution if he or she has a concern. If the nature of the complaint makes direct discussion with those involved difficult, the complainant may contact the staff member's Supervisor as a first step to resolution.

Step 1: The complainant is to speak with the person they have a complaint with, as it is anticipated that many problems can be resolved quickly and with satisfaction through open discussion.

In the case of a client or a client's family's complaint, the staff member working with the client will respond to the complaint within **five business days**, as well as document the nature of the complaint and its resolution on the client's file. The client's or client's family's worker will notify their Supervisor of the complaint.

Step 2: If the complainant is not able to resolve the concern with the person, they have the complaint against, the complainant will be provided the opportunity to discuss their concern with the Supervisor of the person who the complaint is against. The Supervisor will offer a face-to-face meeting with the complainant within **five business days**, if needed. The Supervisor will also gather relevant information and steps taken regarding the incident, and what the complainant would consider to be a fair and satisfactory outcome.

As soon as possible, and within **five business days** of the meeting with the complainant, the Supervisor will inform the complainant of their decision concerning the resolution of the complaint. The Supervisor will complete the Complaint Process Form – noting the nature of the complaint and its resolution. The completed form is given to the Manager and Director. The complainant has **10 business days** upon receiving the decision of the Supervisor to respond if he/she is not satisfied with the Supervisor's decision.

Step 3: If the complainant remains dissatisfied, the Supervisor will arrange for the complainant to meet with the Program Manager. This meeting will be arranged within **10 business days** from the complainant's decision of dissatisfaction to allow for consideration of all viewpoints, relevant information and steps taken in the review.

As soon as possible, and within **10 business days** after this meeting, the complainant will be informed of the Manager's decision regarding the complaint. This information will be conveyed both in-person and by written correspondence. The complainant is asked to respond within **10 business days** as to whether his/her concern has been

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satisfactorily resolved. The Manager will add pertinent information to the Complaint Process Form and notify the Director.

Step 4: If the complainant remains dissatisfied, the Manager will arrange for the complainant to meet the Director. This meeting will be arranged within **10 business days** from the complainant's notification of dissatisfaction to allow for consideration of all viewpoints, relevant information and steps taken in the review.

As soon as possible, and within **10 business days** after this meeting, the complainant will be informed of the Director's decision regarding the complaint. This information will be conveyed both in-person and by written correspondence. The complainant is asked to respond within **10 business days** as to whether his/her concern has been satisfactorily resolved. The Director will add pertinent information to the Complaint Process Form.

Step 5: If the complainant remains dissatisfied, the Director will forward the complaint to the Executive Committee for review. Within **10 business days** from the complainant's notification of dissatisfaction, the complainant will be informed of the Executive Committee's decision regarding the complaint. This information will be conveyed in person and by written correspondence. The complainant will be made aware of the various options (e.g., Board of Directors, professional regulatory bodies) available to them should they not be satisfied with the decision.

If the complaint is related to the CEO and cannot be resolved via a discussion, the complainant will provide a written notice of the complaint to the Board of Director's Chairperson. The Board of Directors will respond to the complainant within **10 business days** as to the process. A decision will be made within **30 business days** and the complainant will be informed of the decision in person or by written correspondence. The complainant is asked to respond within **10 business days** as to whether his/her concern has been satisfactorily resolved which will be documented. The decision of the Board is final.

There will be no retaliation or barriers to service because of a complaint.

Assistance will be provided to clients and any other complainant who wish support to proceed through a complaint or conflict process.

A complainant who would prefer to have his/her complaint dealt with in a language other than English may have an appropriate interpreter arranged by Kindred.