



### 1.2.9 PROBLEM RESOLUTION PROCESS

#### **POLICY**

**Every person accessing services, or their advocate has the right to address any problem they have with services at CLASS. They have the right to access advocacy and to make suggestions or inquiries about all programs or supports of CLASS.**

#### **PROCEDURE**

The Problem Resolution Process will be given to everyone upon admittance to any service/ program of CLASS. For people already accessing services, copies will be provided and explained annually. If that person or their advocate has a concern regarding the services and supports that they are receiving, or feel that they are being denied a service, they have the right to initiate the problem resolution process or make inquiries without fear of retribution. The Executive Director or designate is responsible for ensuring that all issues are addressed, and that follow-up occurs.

The Problem Resolution Process consists of the following steps. In the event of conflict of interest, the process will skip that step and move onto the next level:

1. Identify the problem or concern. CLASS will acknowledge receipt within one business day and outline steps for resolution within five (5) business days.
2. Discuss the concern with the person that the issue is with; if the problem is not resolved go to next step.
3. Discuss with the program supervisor and if unresolved at this stage, speak to the Director of Service. If still dissatisfied go to next step.
4. The Executive Director will take any unresolved matters to the Board of Directors when necessary.
5. Any complaints regarding Abuse or Serious Occurrences will follow CLASS abuse reporting procedures to the Ministry and/or police as required by Quality Assurance regulations. See 1.9.3 Abuse and 1.8.10 Serious Occurrence policies.
6. In the event of an extenuating circumstance that prevents the reporting of abuse or neglect involving a person supported by MCCSS funded services in accordance with CLASS and MCCSS policies, staff can contact the MCCSS ReportOn line listed on the Emergency List in every program.



Throughout the entire process the person has the right to have someone of their choice, such as a family member or a third-party advocate, accompany them for support and guidance.

All persons interacting with CLASS have the right to communication in a manner they prefer and to have somebody to assist them with communication. Contact may be made by phone, in person or via e-mail or the CLASS website ([www.class.on.ca](http://www.class.on.ca)). Anonymous feedback can also be provided in the annual evaluations of service satisfaction completed by persons, families and staff.

Internal Use – To Be Completed by Community Living Association for South Simcoe		
Current Date	Review/Amendment/Comments	Approved By
October 2017	Go to M	Vito Facciolo
May 2016	Addition of Report ON	QA Management
September 2019	Reviewed By QA	Vito Facciolo
November 2020	Reviewed by Management	Andrew Walker