ELLEVIVE TA VIE. TES CHOIX.	Category	Offre des services
	Policy number and title	OS. 14 Complaint Management
	Adoption date	October 29 2009
	Revision date	November 8 2024
	Revision cycle	Every two years
	Related policies or documents	

INTENTION
Ellevive is committed to providing high-quality services and respecting clients' and community members' right to submit complaints and concerns. This policy ensures an accessible, transparent, and respectful process for handling complaints and public communications, promoting continuous service improvement.

CLIENTS AND COMMUNITY MEMBERS RIGHTS
Clients' rights include:

- **Access to services:** The right to obtain services within a reasonable timeframe, considering the urgency of each situation.
- **Respect for choices:** The right to have their choices respected, including the refusal of certain services without negative consequences.
- **Informed consent:** The right to give or withdraw informed consent for the proposed services.
- **Confidentiality:** The right to confidentiality and discretion in services, in compliance with Ellevive's confidentiality policy.
- **Complaints and concerns:** The right to file complaints or express concerns without fear of retaliation and to receive an impartial response.
- **Impartiality:** The right to impartiality from those handling complaints, ensuring fair and objective treatment.

Ellevive employees ensure that each client is informed of these rights and the complaint process during their initial meeting.

CONFIDENTIALITY AND DATA PROTECTION
Ellevive is committed to protecting the confidentiality of information exchanged during the complaint or public communication process. Personal information collected as part of a complaint will only be accessible to individuals directly involved in its handling. No data will be shared without the user's or public member's consent unless legally required.

DEFINITION AND TYPES OF COMPLAINTS
A complaint is a verbal or written expression of dissatisfaction from a client or community member regarding a service received or expected.

TYPES OF COMPLAINTS:

1. **Informal complaints:** These are handled informally, enabling quick resolution between the client and the staff involved.
2. **Formal complaints:** These require a more thorough investigation and may include disciplinary measures if the issue is substantiated.

Anonymous complaints are generally not accepted as they make it difficult to objectively assess the facts.

COMPLAINT PROCEDURES
1. **Informal Complaints**

Objective: Facilitate an accessible, non-threatening process for clients to address concerns without excessive formalities.
Procedure:

- **Initiating the complaint:** The client may express their concerns directly to the staff member involved or a supervisor.
- **Assistance and support:** They may be accompanied by a trusted person, unaffiliated with Ellevive, to ensure an open and pressure-free discussion.
- **Desired outcome:** If possible, an agreement is reached on the spot. The client decides whether to be informed of the results or to end the process.

2. **Formal Complaints**

Objective: Allow clients to formalize their complaint if the informal process fails, ensuring a more structured response.
Procedure:

- **Step 1: Discussion with a supervisor**
  The client informs a supervisor that the informal process has failed or is unsatisfactory. The supervisor attempts to resolve the issue by discussing it with the staff member involved. If no

solution is found, a written complaint is requested, and a meeting between the client and the staff member involved is organized.
- **Step 2: Discussion with the Executive Director**
  If the conflict persists, the complaint is forwarded to the Executive Director, who reviews the facts, meets with the client, and proposes measures to resolve the issue.

Processing times:
- **Initial response:** Within 5 business days of receiving the complaint.
- **Complete investigation:** Within a maximum of 30 business days; clients are informed of any delays and the underlying reasons.

OFFICIAL PUBLIC COMMUNICATIONS
Anyone outside Ellevive (non-client) wishing to express dissatisfaction, concerns, or issues must submit a written communication. Ellevive is committed to responding formally and within a reasonable timeframe.

People wishing to file a complaint requiring accommodations are invited to contact the Executive Director at 705-360-5657 ext. 102.

PROCEDURE:
- **Submission of communication:** A written communication is addressed to the Executive Director.
- **Initial response:** The Executive Director provides a written response within 10 business days.
- **Appeal to the board Chair:** If dissatisfied, the individual may send written correspondence to the board Chair.
- **Ad hoc committee:** If necessary, an ad hoc committee, including the Chair and two board members, is formed to draft a joint response within 25 business days.

TRAINING AND MONITORING
Staff receive regular training on complaint management, including principles of confidentiality, respect, and sensitivity to power imbalances between clients and staff.

MONITORING AND CONTINUOUS IMPROVEMENT
Ellevive conducts periodic analyses of complaints and public communications to identify trends and improve practices.

EXTERNAL RECOURSE OPTIONS
In complex cases or those requiring enhanced impartiality, Ellevive may involve external organizations for an objective evaluation.

COMPLAINT AND COMMUNICATION MANAGEMENT
- **Notification of involved parties:** All individuals mentioned in a complaint are informed of the details and the ongoing investigation.
- **Communication of results:** Results and any disciplinary measures are appropriately communicated to the parties involved.
- **Confidentiality:** Detailed complaint information is only shared with individuals directly involved in the process. Anonymous summaries are shared with staff and the board for overall monitoring.

FINAL STEP: PRESENTATION TO THE BOARD OF DIRECTORS
If, after all steps, the individual remains dissatisfied, they may request a hearing before the board of directors by sending a letter at least 15 business days before the next meeting. The board will make a final decision, and the Chair will communicate this decision in writing within 10 business days of the meeting.