

## **1.6 Complaints & Concerns –External**

### **External Stakeholders Complaint Process**

VOI recognizes that from time to time people may have concerns. As an organization that promotes community as a core value, it is important that we are also accountable to the community.

This section is intended to assist in resolving any concerns or complaints a person may bring forth regarding VOI. VOI is committed to listening to the issue and taking prompt action. We are also committed to making this process accessible, open, and timely.

Due to the nature of the services we offer at VOI there are three types of complaints:

#### **1. Abuse and Neglect**

If you suspect abuse or neglect of a supported individual by any person contact the Executive Director at VOI's head office. The Executive Director will discuss your concerns with you and if required report the concern directly to Family Services Protections Agency. Please note that any and all abuse allegations are handled directly by provincial investigators. Provincial investigators will determine if other authorities will be involved. VOI will be informed of the results after the investigation and will follow up at that time. Please note that VOI cannot investigate abuse claims; it must be reported to the proper authorities.

Example of abuse include: (but are not limited to)

- Physical (slapping, hitting, choking)
- Financial (taking money or possessions)
- Emotional/Verbal (Yelling, swearing, name calling)

#### **2. Concerns Regarding Care of a Supported Individual**

If you see or hear something that causes you concern regarding support of an individual (excluding abuse illustrated in point 1) address your concerns with the Residential Coordinator of the facility. Contact information for Residential Coordinators can be provided by the support staff or by contacting our head office. If the concern cannot be addressed by the RC it will be forwarded to the Director of Services in the region.

If the Director of Services cannot address your concern it will be forwarded to the Executive Director.

### **3. General Concerns or Questions**

If you have a complaint about the service, actions, or lack of action by VOI as an organization or a staff member or volunteer acting on behalf VOI contact the Executive Director via email: [info@visionsofindependence.org](mailto:info@visionsofindependence.org) or phone: 204 453 5982.

Examples of general complaints include:

- perceived failure to do something agreed upon;
- failure to observe policy or procedures;
- error made by a staff member/volunteer; or
- unfair or discourteous actions/statements by staff member/volunteer

Complaints (excluding abuse) that cannot be addressed the day they are received will be resolved within 10 business days following the complaint. All complaints will be tracked and reported to the Board of Directors on an annual basis.