

19.1 Complaints Policy (Plain Language)

Most issues can be resolved by simply talking to the person you're having the difficulty with, and going through the Conflict Resolution steps. When this doesn't work, or if the issue is very serious, then you may wish to make a formal complaint.

Complaints procedure:

- Complaints about the actions or decisions of any Spectrum employee should be reported to the supervisor, coordinator or director.
- Complaints should be made in writing. If you need help writing it down, the person you make the complaint to will document what you tell them and ask you to sign the written statement.
- All complaints will be submitted to the Executive Director within 48 hours (2 days) of the complaint being received.
- The Executive Director is responsible for keeping a record of all complaints, and for making sure complaints get resolved. The Executive Director lets the funder know of any complaints made about Spectrum's services.
- The Executive Director (or someone assigned by the Executive Director) will investigate the situation and respond to the complaint within two weeks.
- If the complaint cannot be dealt with to everyone's satisfaction, then the Executive Director may assign someone not involved with the complaint to review and resolve the complaint.
- If the complaint still cannot be resolved, then the Executive Director may direct the person to an outside source, such as Community Living BC, the Service Quality Advocate, or the health authority.
- You will not be punished or criticized for making a complaint.
- Everyone involved has a responsibility to be truthful and to show respect for each other. We will work together to find a fair solution.