

Add Logo

Complaint Policy and Procedures

Approved on [Date](#)

Updated on [Date](#)

Policy:

[RSP] will request that a child and/or their parent, guardian or representative acknowledge in writing that our complaint process has been explained to them.

Procedures:

1. Regular review (e.g. at admission, 30-day Plan of Care Meeting and every 6 months thereafter) of the complaint process with the child and/or the child's parent, guardian or other representative will be completed and documented by [RSP] using the Acknowledgement of Review of Complaints Process Form to be placed in the child's file.
2. Each time [RSP]'s internal complaint procedures have been reviewed with a child, and/or the child's parent, guardian or other representative and any questions have been answered, [RSP] will request that the person review and sign an Acknowledgement of Review of Complaint Process Form.
3. The Acknowledgement of Review of Complaint Process Form will note:
 - that written materials outlining our complaint procedures have been provided and explained;
 - that the person has been given an opportunity to ask questions regarding the information provided and any questions have been satisfactorily answered;
 - that [RSP] has provided contact information regarding PACY, the Ontario Ombudsman, the MPP, and the child's First Nations, Inuit or Métis community or diversity representative (if any);
 - any special circumstances which limit the child's understanding of the complaint process;
 - any special assistance required by a child to understand the complaint process that has been offered or provided; and
 - the person who is appointed as the child's advocate, if known.
4. The child and/or the parent, guardian or other representative will sign a separate Acknowledgment of Review of Complaint Process Form.

**Form 1-D – Acknowledgment of
Internal Complaint Procedure**

5. The staff member reviewing the complaints process with the child and/or their parent, guardian or other representative will also sign the Acknowledgement of Review of Complaint Process Form as [RSP]'s representative and place it in the child's file.

References: [Acknowledgment of Review of Complaint Process \(Professional/Representative\), Form 6.](#)

[Acknowledgment of Review of Complaint Process \(Child\), Form 7.](#)