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## Complaint Policy and Procedures

Approved on [Date](#)

Updated on [Date](#)

### Policy:

[RSP] will ensure that complaints received through its internal complaint process are thoroughly and accurately documented. Documenting a complaint includes confirming that:

- concerns are recorded (e.g. in writing) whenever possible;
- all complaints are logged on the Complaint Tracking Form; and
- the [RSP]'s review and response to complaints is detailed in its Annual Review and Plan.

### Procedures:

#### Complaint Forms

1. [RSP] will keep a record of each complaint received, whether the complaint was written or verbal or otherwise, made through a group or in private setting or issued anonymously, or pursued through an informal or formal complaint process. Documenting a complaint should happen as close as possible to when the incident occurs so that the documentation is timely.
2. If a complaint is made verbally, [RSP] may request that the complainant make the complaint in writing. [RSP] will immediately provide the complainant with a complaint form in a format that suits their level of understanding and literacy ability.
3. [RSP] will accept complaint forms that are completed or partially completed and will not delay the review or investigation process due to incomplete complaint forms. [RSP] will either assist the child in completing the complaint form or promptly seek out a support person or representative to assist the child.
4. When transcribing a complaint from a child, [RSP] will document the information provided verbatim, and will not document their own judgements, assumptions or subjective interpretations of the information provided.

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5. If the complaint is received through alternative methods (e.g. video, voice recording, pictures, etc.), [RSP] will provide the original complaint in the method it was submitted to the individual assigned to review or investigate the complaint, who will determine if transcription or additional information is necessary and how the complaint will be documented and stored.

### Complaint Tracking Form

1. All complaints regarding the alleged violation of children’s rights, non-compliance with legislation, or concerns regarding compliance with [RSP]’s policies or practices are to be documented in the Complaint Tracking Form by the person designated by [RSP] to handle the complaint.
2. The Complaint Tracking Form will record the type of complaint made, the issue(s), the persons involved, the requested remedy, the actions taken, the applicable policy and procedures, and the timeline taken to address the complaint.
3. The Complaint Tracking Form will be securely stored by [RSP] and accessible by designated staff only. Information recorded on the Complaint Tracking Form will be kept confidential, unless [RSP] is required by law to disclose the information.
4. The Complaint Tracking Form will be maintained for the purpose of identifying themes or patterns regarding complaints which may reveal issues with [RSP]’s services, practices or policies.
5. The Complaint Tracking Form will be used to inform the Annual Review and Plan in order to address issues where action and change need to occur to improve services and prevent repeat complaints.

### Annual Review and Plan

1. The purpose of the Annual Review and Plan is to demonstrate [RSP]’s commitment to monitoring the effectiveness of service delivery, quality control and use of resources, and to promote improvement in [RSP]’s services, practices and policies.
2. Annually, [RSP]’s management and staff will formally meet to review the Complaint Tracking Form for the purpose of identifying commonalities and trends. This will include a review of the number of complaints received, who made the complaints, the types of complaints, outcomes of complaints, advocacy services or community representatives involved, compliance with

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timelines, recommended changes or resolutions, and the overall effectiveness of the complaint and investigation processes and outcomes.

3. Patterns and themes of complaints and resolutions from the previous year will be discussed in the context of legislation, best practices, and anti-oppressive practices.
4. As part of the Annual Review and Plan, [RSP] will identify and document areas needing performance improvement, and identify and document actions to be taken to address the improvements needed.
5. If the complaint is related to race, culture, religion, sexual orientation, gender identity, gender expression or some other ground of discrimination, the Annual Review and Plan should consider including an appropriate community representative in the review process.
6. A plan of action will be developed by [RSP] to ensure future compliance and improvement to services provided to children and their families. All plans of actions will be implemented, supervised and reviewed by a staff member(s) designated by [RSP].

References:    [“I Have a Concern”: Complaint Form for Children, Form 4](#)  
                  [Complaint Form \(Youth/Professional/Staff/Parent\), Form 5](#)  
                  [Complaint Tracking Form, Form 8](#)  
                  [Annual Review and Plan for Analysis of Complaints, Form 9](#)