

Complaint Policy

Last Reviewed: September 2021

Policy

The purpose of this policy is to create a quick and transparent process to respond and resolve complaints fairly. Thrive Child and Youth Trauma Services are committed to treating everyone involved in a complaint in a fair, equitable and respectful manner and in making every reasonable effort to resolve the complaint.

You may submit a complaint under this policy regarding one or more of the following concerns:

- The quality of our services
- The conduct of our staff, clinicians, students, volunteers or board members
- Our organizational policies or procedure, or the failure to apply them.

Things to consider before making a complaint

- Is the complaint about Thrive's quality of service, denial of service, or conduct of its staff or clinicians?
- Is the complaint about Thrive's policies and procedures or the failure of Thrive to apply its organizational policies or procedures?
- Were the issues raised directly with the involved staff or clinician?
- Did you try to resolve the matter informally with the staff or clinician?
- Any information you provide to Thrive will be kept confidential except, as a matter of fairness, the staff or clinician who is the subject of the complaint will be informed of the complaint.
- This policy does not stop you from filing a complaint with the Board of Directors
- This policy does not stop you from filing a complaint with a clinician's registered college.

Complaints about Thrive staff or clinicians should be directly raised with the involved staff or clinician whenever possible. The involved staff or clinician and if required, their direct supervisor, will make every attempt to resolve the issue informally. If the complaint is not resolved, then you should follow the process that is outlined in this document. If you have any barriers to completing the formal process below, someone can assist you in completing the required process.

Complaint Process

- To file a complaint, you must complete the electronic complaint form that will automatically send to the Executive Director of Thrive once you submit it online.
- You must describe what happened, where and when it occurred and the names of any witness in the complaint form. We also welcome your suggestions of how you would like the complaint to be settled.
 - If you need help completing the online complaint form or do not have access to the internet you can call the Executive Director, Stephanie Taylor at 905-523-1020 ext 211
- The Executive Director will send you an acknowledgement letter within 3 business days of receiving the complaint form and you may be contacted for more information if needed at this time.

- If the complaint is about a staff member or clinician the Executive Director will tell the involved staff or clinician about the complaint and share all relevant documents, including the complaint, with the them.
- The Executive Director will investigate the complaint and attempt to resolve it within 14 business days from the date the complaint form was received, or less.
- The Executive Director may request the staff, clinician or their direct supervisor to provide a written response to the complaint.
- The Executive Director will send you a written decision, including the reasons, within 14 business days from the date the complaint form was received. If the complaint involves a staff or clinician, a copy of the decision will be given to the them as well.
- If you are satisfied with the Executive Director’s decision the complaint will be closed. If you are not satisfied with the decision, you can ask, in writing, that Thrive’s Board of Directors review the decision.
- The Board of Directors will review the complaint and they may:
 - Discuss the complaint with the Executive Director to try and resolve the complaint
 - Offer you an opportunity to provide more information or schedule a meeting to further discuss the complaint and/or;
 - Make a decision based upon the information that has already been received.
- The Board of Director’s will send you their written decision within 14 business days from the date they received the written request.

Contact Information

Stephanie Taylor - Executive Director
Thrive Child and Youth Trauma Services
460 Main Street E, Suite 201
Hamilton, ON L8N 4J5
Direct Line: 905-523-1020 ext 211
Email: Stephanie.taylor@thrivechildandyouth.ca

Trevor Allen - Board of Directors Chair
Catholic Children’s Aid Society of Hamilton – Service Director
735 King Street East
Hamilton, ON L8M 1A1
Direct Line: 905-525-2012 ext. 3374
Email: trevor.allen@hamiltonccas.on.ca