

## MEMBER FEEDBACK AND COMPLAINTS

### Introduction

NISA/Northern Initiative for Social Action respects the experiences and voices of all members, and is open to hearing suggestions for changes to operations at any time. NISA welcomes feedback, including complaints from our members. They allow us to correct any problems with our service, give us a chance to re-establish our relationship with our members and enable us to learn how to improve our service quality.

NISA/Northern Initiative for Social Action defines a complaint as any member expression of dissatisfaction with our service.

Copies of this procedure can be obtained from the Executive Director, and all staff members. The Executive Director is responsible for implementing and reviewing this procedure.

### Principles

Members have the right to know what they can expect from NISA/Northern Initiative for Social Action's services. Our complaint handling processes will be consistent with current complaint handling standards.

### Guidelines

NISA/Northern Initiative for Social Action's member feedback and complaints system demonstrates that:

- management and staff are committed to its effectiveness,
- it is fair to both complainant and respondent,
- it has sufficient resources,
- procedures for feedback, including the right to complain, are publicised,
- the complaints procedure is easily accessed,
- members who wish to complain have assistance and help from the advocate of their choice,
- staff respond courteously to feedback and complaints within two working days, and
- there are appropriate remedies.

NISA/Northern Initiative for Social Action will:

- collect non identifying data on member complaints and feedback,
- use the information to identify underlying causes of member problems, and
- correct any problems and improve the quality of our services.

Recognizing that there may be barriers discouraging member feedback and complaints, NISA/Northern Initiative for Social Action takes the member's perspective into account by:

- Ensuring that the complainant does not deal with staff who were involved in the problem.
- Enabling members to choose from several feedback procedures (mail, internet, telephone).
- Having only one tier or stage in our system.
- Reviewing the complaints and feedback procedures regularly with members

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Executive Director, who will review your file and speak to the member of staff who acted for you.
3. The Executive Director will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the Executive Director will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, the Executive Director will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a discussion with the Board of Directors of our organization to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the North East Local Health Integration Network (NE LHIN) at 555 Oak Street East, 3rd Floor, North Bay, ON, P1B 8E3 about your complaint. Any complaint to the NE LHIN must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the NE LHIN at 1-866-906-5446 or by email at [northeast@lhins.on.ca](mailto:northeast@lhins.on.ca).

If we have to change any of the timelines above, we will let you know and explain why.