



Complaints Policy

A. Introduction:

All MODC programs work under a set of organizational values and philosophy that stresses the outcome of consumer empowerment, and requires consumer control and input, to the greatest extent possible, in the planning and delivery of services as essential to achieve this outcome. As a result, in most programs, consumers are involved in individual service planning. As part of the process of service planning, MODC outlines the responsibilities of both MODC and the consumer in the service delivery process, points of input, and the right to complain or appeal decisions.

MODC is a complex organization with a wide range of services, some individually delivered and some in groups, some with specific, timeframes and outcomes and some less structured or time limited. As a result, the complaints and resolution process differs depending on the program, the phase of the service in dispute, and the requirements, if any, of the funder or purchaser of the service. We also structure or process to balance the needs of the individual consumer, the group, if relevant and the rights and health and safety of the employees.

Employees are also informed of the complaints or grievance policy and procedures, both in relation to the consumer and for themselves. We provide mediation services internally where there is a consumer/employee grievance that requires resolution.

Complaints generally relate to one of three points in the service delivery continuum: eligibility and acceptance into the program, service delivery, and termination from the program.

B. Consumer Complaints:

Eligibility and Acceptance: Many services have specific eligibility requirements. Due to limited resources in relation to service demand, many services cannot accommodate all eligible applicants and gather information to enable the program to prioritize applicants based on criteria such as financial need and anticipated service impact. As a result, not all eligible and appropriate applicants may receive service. When a consumer is denied service, they are informed as to why, and given the right to appeal the decision if their need or situation has been misinterpreted or there is a change of condition. However, lack of space or resources of MODC is not grounds for a complaint or appeal, as it is out of our control.

Service Delivery: Consumers are encouraged to bring forward issues of concern related to their service delivery. It could pertain to their perception of service quality, service volume or hours, employee attitudes or divergence from the service plan. In most cases, these issues are resolved by the local manager or with mediation from management at the regional level. Where resolution is

not successful, or where the issue expands beyond a single consumer and staff member, it is elevated to the national office through either the program management, Human Resources, or collaboratively.

Service Termination: Upon entry to each service, consumers are informed, verbally and in writing, of their responsibilities in service delivery and grounds for termination. Wherever possible, if a consumer's behaviour is in violation of the agreement, a warning is issued so that the opportunity for behavioural change, or mediation, is available prior to a decision to terminate. If the consumer is given a notice of termination, it includes the process to appeal the decision. Over the past five years, the number of appeals has dropped to almost zero as more clarity has been provided regarding the rules and behaviours prior to the action being taken.

Programs with individualized service plans include consumer and MODC rights and responsibilities, formal complaints and complaint resolution policies and processes:

- Independent Living Services
- Acquired Brain Injury Services
- Employment Services
- Home and Vehicle Modification Program
- Assistive Devices Program
- Conductive Education® Program
- Lifeskills and Transitional Services

Participants in programs without individualized service plans are directed to use the general complaints policy outlined below in Section D. These include the following services:

- Recreation and Accessible Travel Services
- Peer and Volunteer Support Services
- DesignAbility®
- BeFriending®
- MODMobility®

C. Donor Complaints:

Any comment or complaint will be addressed as per the fundraising policy of MODC, below is an excerpt.

Policy Statement: In keeping with the Ethical Code of Fundraising and Financial Accountability, March of Dimes Canada addresses all donor requests and complaints as they arise and tracks them for review by the Director of Fund Development and Communications and annual reporting to the Board of Directors.

Procedures:

- Any calls, letters or emails raising concerns, questions or complaints are directed to the appropriate staff member to immediately address. Calls to the general voice mail box are directed to the Donor Services Clerks.
- Every complaint is logged by the Donor Services Clerk who is responsible for following up to document a response to the donor/caller/writer is provided.
- Every complaint is addressed within 5 business days.
- Complaints not resolved to the satisfaction of the complainant are escalated to the Director of Fund Development and Communications.
- All staff who receive a request or complaint complete a form each week and forward it to the Donor Services Clerk for tracking. It includes a description of the complaint, steps taken to address the request or resolve the complaint, the name of the staff person who received the complaint and if the complaint was escalated to another senior staff member.
- The year-end donor complaints report will provide the following information; source or type of complaint, issue, response time, responders name.

D. Other Complaints:

Anyone with a complaint, other than consumer service related or fundraising related, may use the following procedure.

Submit a complaint in writing, including personal contact information to info@marchofdimes.ca
Or contact March of Dimes at 416-425-3463 Ex. 7766 and leave a clear message. The complaint will be forwarded to the appropriate department or individual or to the President & CEO for acknowledgement within two business days. The submitter will be advised if an investigative process is required or if an answer can be provided promptly. All complaints will be logged and the file reviewed regularly by the Executive Assistant to the CEO. A report will annually be presented to the Board of Directors.