

MADISON COMMUNITY SERVICES
ORGANIZATION POLICIES, STANDARDS AND GUIDELINES

ORGANIZATION - Community Relations

Subject: Feedback and Complaints Procedure

Updated: APR/2025

POLICY STATEMENT

Consistent with Madison's core goal, to provide client-centered quality care and improve access to programs and services, MADISON COMMUNITY SERVICES welcomes feedback from anyone who uses, or aims to access, its services. MADISON is committed to receiving, in a courteous, respectful and responsive manner, any feedback about client care or any matter relating to the operation of the organization. This includes feedback regarding breaches of MADISON's "Client Rights" document. Whenever complaints can be resolved directly and immediately, that course of action is encouraged.

MADISON is committed to addressing identified complaints responsibly, thoroughly, systematically and quickly, as part of its accountability to clients, family members or members of the public. The processes used in response to feedback will assist in fulfilling clients' rights as outlined in the Madison "Client Rights" document.

DEFINITIONS

Feedback is defined as complaints, compliments, inquiries and suggestions about mental health case management and supportive housing care, or the operation of MADISON and its programs and all supports arising thereof, received from clients, family, visitors or members of the community.

SCOPE AND RESPONSIBILITIES

I. ALL FEEDBACK

1. Clients, family members or members of the public may submit their feedback to MADISON using the method of their choice (e.g. in person, in writing, by telephone) and will be given every opportunity to fairly and fully present their feedback.
2. Client, family or citizen feedback received by the staff or volunteers or any person representing MADISON will be forwarded to the Management Team for processing.
3. All documentation regarding feedback will be stored by the Director of Operations and Administrations, unless expressly requested to remain with the Executive Director, and records will be kept confidential, unless disclosure is required by law.

4. All feedback will be treated confidentially and collected, used and disclosed only for the purposes of investigating, responding to, and facilitating, change. If the client requests that the details of their feedback not be disclosed, the client will be advised that this may place limitations on the ability to investigate the feedback to conclusion. However, all efforts will be made to learn from any complaints and to review areas where improvement could be made arising from stated deficiencies.

II. COMPLAINTS

1. When it has not been possible to resolve complaints directly or when clients, family members or members of the public prefer, complaints may be submitted to MADISON's Management Team.
2. The person or persons having a concern will submit complaints to the supervisory person responsible for the applicable service and/or to the individual immediately senior to the person(s) to whom the complaint applies, to investigate.
3. The Manager or supervisory person responsible for the relevant service will investigate the complaint and make every reasonable effort to provide a written response to the Management Team within 07 working days. In their investigations, these persons will gather information from sources relevant to the complaint and consider all points of view.
4. When investigations or potential disciplinary actions pertain to bargaining unit members, they will be represented as outlined in the collective agreement.
5. Clients, family members or members of the public will have the right to have representation of their choice to accompany them throughout the process.
6. This policy does not preclude an individual from seeking other recourse for her/his complaints, although it is recommended that only one process occur at a given point in time.
7. Freedom from reprisal for registering a complaint is protected under this policy. Reprisal is itself a violation of the policy. Management will monitor and take action against any person who retaliates against a person involved in a complaint procedure. This protection applies to all those involved in a complaint procedure. When there is a complaint of reprisal this will constitute another complaint that will launch another investigation.
8. The Executive Director will be made aware of any concern arising from reprisal and will investigate this matter to ensure the protection of all parties to the process.

III. APPEALS FOR COMPLAINTS

1. If a client, family member or member of the public wishes to appeal the response to a complaint, she/he may do so by submitting a request for an appeal to the Board of Directors. The Board of Directors will determine whether an appeal will proceed. If the appeal does proceed, the Board will assign an investigator from within its ranks. The investigator will investigate complaints related to program areas outside their own programs. If they decide that an appeal will not go forward, they

will advise the client in writing of their reasons within 07 business days.

IV. THE ROLE OF THE MENTAL HEALTH COUNSELOR

1. When a client chooses to utilize this policy, a Counselor not involved in the complaint process will be assigned to provide support, upon their request, or the client may wish to select someone not affiliated with Madison as their support.

V. COMPLIMENTS, SUGGESTIONS, INQUIRIES

1. The MADISON Management Team will receive compliments, suggestions and inquiries.
2. When the Management Team receives a compliment, a letter will be sent from the Director of Operations and Administrations to the recipient(s) of the compliment congratulating and thanking the recipient(s).
3. Suggestions received by the Management Team will be promptly forwarded to the manager to which they apply.
4. In response to inquiries the Management Team will make every reasonable effort to gather and provide information to inquirers within 07 working days. Where this timeline is not possible, a letter will be sent outlining the reasons why and providing a reasonable timeframe for resolution.
5. Madison values the input of all clients, family members and the community and wishes to encourage the continued feedback from all of its valued stakeholders.