

KW Habilitation is committed to providing you with the supports you need to live, learn and work in your community. KW Habilitation learns to do things better by getting feedback from people who come to us for help. We promised to answer any feedback or complaints within 3 working days of getting it from you or your advocate, parents, volunteers, the public and community partners. KW Habilitation will make sure complaints and comments are handled in a fair manner to ensure everyone's safety and welfare at all times.

## **Rights Awareness**

You or your advocate or family have received information or training on your basic rights. This involves how to make a complaint should you feel your rights are not being respected. Some of your rights include:

- The right to have personal information kept private and safe.
- The right to say what information you want to share with others.
- The right to say who you want your information shared with.
- The right to be safe and free of any kind of abuse.
- The right to own personal property
- The right to be treated fairly.
- The right to make your own decisions.

## **How can you give feedback or make a complaint?**

### **Written**

1. You can get a copy of the Feedback and Complaint form from our Website or from staff.
2. Put your name and phone number on the form if you want us to contact you.
3. Write down your feedback or complaint.
4. Put the form in an envelope.
5. Mail or give the form to the program manager.

### **In Person**

It is best when you have something to say about the program you are involved with, or a complaint, to talk to the person who is involved or a Manager. Let them know how you feel so the problem can be fixed. You can talk to;

- Staff member
- Manager
- Program Director
- Executive Director

### **How is your feedback or complaint handled?**

1. Your feedback or complaint will be written up when you talk to someone.
2. A report of your feedback or complaint will be sent to a program manager.
3. If really serious and involves alleged, witnessed or suspected abuse, the police will be told. This may or may not involve a police investigation.
4. The Ministry of Community and Social Services will also be told when complaints are really serious. If you are under 16 years old or a child already under a child protection order who is 16 or 17 years old, we will also tell the Ministry of Children and Youth Services if abuse is involved.
5. A Manager or Director will meet with the people involved to talk about your complaint and may also look at written records.
6. If the complaint is about a staff member, they have a right to be told about it. This will be done in a way that you don't have to worry about your supports stopping or being treated differently because of your complaint.
7. If your complaint is about any staff or manager, they will not be involved in the investigation or talking to you about your feelings.
8. You will be told about the investigation and what we plan to do to correct the problem either by talking with you or with a written letter within three (3) working days of your complaint.

### **What is your responsibility when giving feedback or making a complaint?**

1. If you want something to change in the supports you are receiving, or have a complaint, you need to tell someone so things may change.
2. We understand that you may be angry or upset but it is important to tell the truth in a respectful manner so that important information is not lost or misunderstood.
3. You have the right to have an advocate of your choice help you in making a complaint.
4. False complaints or complaints made just to get someone in trouble but are not true will not be investigated.

### **What is the responsibility of KW Habilitation when feedback or a complaint is made?**

1. All staff members are responsible to support people in solving problems in a fair and timely manner. Staff can help you sit down with the person you are having problems with to discuss the problem and come up with solutions.

2. Feedback or complaints will not affect the service you get in a negative way. You will not have to worry about your supports being cut off or being bullied or talked into things you do not want to do.
3. Your feedback and complaints will be written down and reported to the right people so things can change.
4. All complaints are taken seriously and KW Habilitation is committed to handling problems in a fair way so that people making complaints feel safe and respected.
5. Follow up to your complaint may involve a number of changes that may include the following;
  - Changes in the way we do things (policy)
  - Staff training
  - Staff discipline
  - Apology

### **What is the reporting responsibility of KW Habilitation?**

In very serious situations, KW Habilitation needs to report your complaint to:

- The Board of Directors.
- The Ministry of Community and Social Services for adults complaints, or The Ministry of Family and Child Services if the complaint involves a child under 17 years of age.

### **Feedback and Complaint Review**

At least once a year all complaints will be looked at so that KW Habilitation can improve our services.