



Section:	Governance	Review Period:	2025-05-31
Policy Title:	Client and Family Feedback and Complaints Policy	Approval Date:	2024-05-31
		Revision Date:	2024-06-04
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PURPOSE	<p>Children's Treatment Network (CTN) encourages kids, youth, and families to provide feedback about their service experience, and to make complaints, when necessary, without fear that their service will be impacted in a negative way. Feedback of any nature provides an opportunity for CTN and its service provider organizations (SPOs) to continuously improve our practices, so that we can empower kids, youth, and families, shape their service experience, and enhance our ability to meet the needs of those we serve. This policy outlines the process for providing feedback and submitting, reviewing, and resolving complaints.</p>
APPLICATION	<p>This policy addresses issues, concerns, feedback, and complaints from kids, youth, or families.</p> <p><u>Definitions:</u></p> <p>a) Issue, Concern, Feedback, or Complaint: kids/youth/family may express concerns, provide feedback, have recommendations, or complain about an issue that can be addressed collaboratively in a timely manner to the person's satisfaction. This is not intended to be a formal complaint. These should be documented to support quality improvement and to optimize kids/youth/family experience outcomes.</p> <p>b) Formal complaint: a complaint received in writing, and/or where the child, youth, or family has indicated that the complaint is intended as a formal complaint and is transposed into a written form by the person receiving the complaint.</p> <p>The following are not included in the scope of this policy:</p> <ul style="list-style-type: none"> • Privacy complaints are addressed through the Privacy Complaints Procedures • Employee complaints are addressed in the Employee Formal Complaint Policy
POLICY	<p>CTN acknowledges the rights and responsibilities of kids/youth /families to express concerns, provide feedback, make recommendations, complain about an issue, and/or make a formal complaint.</p> <p>CTN is committed to receiving and addressing complaints in a timely and collaborative manner. This will not result in a negative impact or create barriers to service for the kids, youth, or families.</p>



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	<p>CTN will adopt a culturally safe lens that promotes equity, anti-racism, and anti-oppression. CTN is committed to ensuring the complaint review process is free of any coercion or intimidation or bias, either before, during, or after the review.</p> <p>The complaints policy and process will be:</p> <ul style="list-style-type: none"> • clear and understandable • readily available to all kids, youth, families, and service provider organizations • responsive to kids, youth, and families • supportive of service experience enhancement and quality improvement initiatives.
PROCEDURES	<p>Issue, Concern, Feedback, or Complaint</p> <ol style="list-style-type: none"> 1. The Client and Family Feedback and Complaints Policy will be maintained on CTN's website, Network Hub, and SharePoint sites. 2. Kids, youth, and families are encouraged to discuss feedback, recommendations, concerns, and complaints directly with the individual service provider personnel and service provider organization providing the service. 3. If the kids, youth, and family are uncomfortable discussing their concerns with the service provider organization, and/or if the complaint is not addressed to their satisfaction, it can be discussed with CTN's Client Experience Specialist. 4. Complaints may be submitted anonymously; however anonymous submissions may impede CTN's ability to address the matter effectively. 5. If a child, youth, or family requires translation or interpreter services to communicate an issue, concern, feedback or complaint, this request can be made to CTN. 6. A child, youth or family may include an advocate or other assistance in submitting an issue, concern, feedback, or complaint and in the subsequent investigation process where applicable. 7. Consent will be required by CTN from kids, youth, or family to communicate and share information with any individuals providing support. 8. Complaints of a serious nature related to the health and well-being of a



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child or youth, or potential risks posed to the child, youth, or family (e.g., meets the serious occurrence threshold) should not be submitted via CTN's online feedback or complaints forms as they may require immediate attention. These serious complaints should be discussed immediately with the service provider organization, CTN, and/or local health authorities and reported as per the guidelines set by the Ministry of Children, Community and Social Services (MCCSS) and as outlined in CTN's Serious Occurrence Policy. In some instances, consent may not be required (e.g., mandatory reporting to child and youth welfare organizations).

9. Service provider organization should document all other feedback, concerns, recommendations, and complaints as per their agency procedures.


Formal Complaints

1. A formal complaint may be submitted in writing to the service provider organization or to CTN directly.
2. Service provider organizations are required to notify CTN about formal complaints received. If a formal complaint is made directly to CTN, CTN will communicate with and engage the respective service provider organization to jointly work on addressing the complaint. Consent will be obtained from the complainant to share the details of the complaint between CTN and the organization to ensure that both parties work together to ensure that the complaint is fully addressed.
3. Formal complaints may be submitted as follows:
 - directly to a member of the CTN team (e.g., CTN intake, Client Experience Specialist, CTN program leadership) who will document the complaint received
 - through the online complaint form on CTN's website
 - through email submitted to feedback@ctnsy.ca
4. A formal complaint should include details of:
 - CTN program (if applicable)
 - a brief description of the concern
 - who was involved



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	<ul style="list-style-type: none"> • dates and times • location(s) • any efforts made to remedy the situation and • contact information of the person making the complaint. <ol style="list-style-type: none"> 5. The individual receiving the formal complaint will direct the complaint to the appropriate CTN Supervisor, Manager, and/or Client Experience Specialist for review. 6. The CTN leader addressing the complaint will: <ul style="list-style-type: none"> • acknowledge receipt of the complaint with the individual making the complaint • initiate investigation of the complaint within 5 business days, and respond within 7 business days • Add the complaint to CTN's complaints log: M:\Risk\Reporting\Complaints\Complaint Log 7. When investigating the complaint, the CTN leader will review relevant documentation, discuss with appropriate individuals, and take other necessary steps to complete the investigation. 8. If the complaint is not fully addressed in this initial phase, the complaint will be reviewed with the relevant CTN Director, who will involve the CEO, as appropriate. This next stage will include such steps as needed to address the complaint within four to six weeks. If appropriate, this could include accessing independent, external assistance. 9. CTN will notify the person making the complaint, in writing, of the outcome of the investigation and follow-up action as appropriate. 10. If the individual making the complaint is not satisfied with the outcome, they may further escalate the complaint to the CEO. 11. If the individual making the complaint is not satisfied with the CEO's response, they may escalate the complaint to CTN's Board of Directors. 12. CTN will document the outcome of the process in the complaint log. 13. Where a complaint meets the criteria for a Serious Occurrence as defined by the MCCSS Serious Occurrence Reporting Guidelines 2023, CTN will report that complaint to MCCSS as per the Serious Occurrence Reporting Policy. 14. Where the person making the complaint has contacted the MCCSS, the findings of the investigation and action to be taken will be shared with the
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 Children's Treatment Network		CHILDREN'S TREATMENT NETWORK OF SIMCOE YORK Organizational Policy and Procedure Manual	
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	<p>Ministry contact.</p> <p>15. CTN will report an aggregate written summary and analysis of formal complaints to the Governance and Service Excellence Committee on a semi-annual basis. This report includes identification of any areas needing improvement and follow-up action plans as appropriate. Any identifying information related to the child/youth/family will not be shared in this report.</p> <p>16. Complaint trends may be brought forward to the appropriate CTN collaborative tables to discuss system improvements at the network level.</p> <p>17. The complaints policy will be reviewed annually by CTN's leadership team and revisions will be made as necessary.</p>
References / related documents (LINKS) <i>(internal and external links)</i>	HR Employment Terms & Conditions - Employee Formal Complaint HR Standards - Employee Suggestions and Feedback Policy Privacy: CTN Information Sharing and Management Policy Privacy: Network Inquiries and Complaint Procedure Client Rights and Responsibilities H&S: Serious Occurrence Reporting Family Engagement Policy