

G-38 External Complaint/Feedback Procedure

Brantwood is committed to providing quality services and encourages feedback from **people not currently receiving services** or supports. If you are receiving services, please complete the Internal Complaint Form at www.brantwood.ca Brantwood ensures that there will be no retaliation against anyone who makes a complaint and protects the privacy of all persons as required by applicable legislation.

If you need help submitting a complaint, for example, due to a disability or language barrier, please contact us. We can assist with submitting a complaint, providing alternative formats, or arrange translation services when needed.

EXTERNAL COMPLAINT PROCESS:

Here’s What You Do:	Here’s How We Follow Up:
STAGE 1 Informal Resolution	
We encourage those who have a complaint to try and speak with the Brantwood team member directly. This can often result in the fastest solution to the problem.	<u>BY SUBMITTING A COMPLAINT THERE IS NO RISK OF NEGATIVE CONSEQUENCES FROM BRANTWOOD AND SERVICES WILL NOT BE NEGATIVELY IMPACTED</u>
STAGE 2 Formal Complaint	
If speaking with the team member doesn’t solve the problem you can submit a complaint that includes the following information: • Your name and contact information • What your complaint is about • The name of people involved as applicable • What steps you have taken to resolve the complaint • Why the complaint was not able to be resolved • The outcome you believe will resolve the complaint	Email the complaint to info@brantwood.ca or mail/drop off to 25 Bell Lane, Brantford Ontario N3T 1E1 Where the complaint is found to be incomplete, you will be notified of that and provided 30 days to complete and resubmit. Brantwood is not expected to resolve complaints that it may determine to be frivolous or vexatious. If needed, an investigation will be carried out to consider the validity of the complaint. Every effort will be made to investigate the complaint thoroughly and resolve the concern at this stage. The complaint will be investigated and a decision will be communicated to the person and/or spokesperson within 60 days of receipt of the complaint.
STAGE 3 Decision Review Process	
If you still feel your concern or complaint has not been resolved, you may appeal the decision submitting a request that includes: • Your name and contact information • The decision communicated to you • New or different information that you see as important to the complaint/to be considered • The outcome you believe will resolve the complaint	Email the appeal request to info@brantwood.ca or mail/drop off to 25 Bell Lane, Brantford Ontario N3T 1E1 Where the appeal request is found to be incomplete, you will be notified of that and provided 30 days to complete and resubmit. The Executive Director or designate will review the matter and actions to date and provide a written decision to the person and/or spokesperson within 30 days of receipt of the appeal request. There is no appeal following the decision review process under the external complaint procedure.

Complaints related to Human Rights, Workplace Violence, person supported abuse and/or relevant legislation, will follow the applicable policy and procedures including reporting and investigation.