

G-38 Internal Complaint/Feedback Procedure

Brantwood is committed to providing quality services and encourages feedback from [people supported or a trusted person](#) to provide **feedback/complaints**. Brantwood ensures that there will be no retaliation against anyone who makes a complaint/feedback and protects the privacy of all persons as required by applicable legislation.

Here’s What You Do:	Here’s How We Follow Up:
STAGE 1	
Let Brantwood know about your complaint/feedback: - Go to www.brantwood.ca and click “Complaint/Feedback Form” OR - Submit your complaint/feedback by speaking with a staff or leader or by telephone (519) 753-2658, or by email to info@brantwood.ca or in person at 25 Bell Lane If you need help submitting a complaint/feedback and require accessible formats or communication support please contact us in person, by email or by phone.	The Brantwood employee receiving the complaint will document (if documentation is not provided) and forward to Management for review. The person will be contacted within 5 business days to discuss the complaint/feedback and outline the process and applicable time frames. The complaint/feedback will be investigated and a decision will be verbally communicated to the person within 30 days of the last meeting. Every effort will be made to investigate the complaint/feedback thoroughly and resolve the concern at this stage. We encourage those who have a complaint/feedback to try and speak with the other person directly as it can often result in the fastest solution to the problem
STAGE 2	
If you feel your complaint/feedback has not been resolved, you may bring your concern to a Director with the following information: - The original complaint/feedback - What steps were taken to resolve the complaint/feedback - Why the complaint/feedback was not able to be resolved and - The outcome you believe will resolve the complaint	The Director will investigate the complaint/feedback and provide a written decision to the person and/or spokesperson within 60 days of receipt of the complaint/feedback. If the complaint/feedback is found to be incomplete, the person will be notified and provided with 30 days to complete/resubmit. Brantwood is not expected to resolve complaint/feedback that it may determine to be frivolous or vexatious.
STAGE 3	
If you still feel your complaint/feedback has not been resolved, you may appeal the decision submitting a request to the Executive Director that includes - The original complaint/feedback - The decision communicated to you - New or different information that you see as important to the complaint/feedback to be considered - Why the complaint/feedback was not able to be resolved and - The outcome you believe will resolve the complaint/feedback	The Executive Director 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 complaint/feedback. If the complaint/feedback is found to be incomplete, the person will be notified and provided with 30 days to complete/resubmit. Brantwood is not expected to resolve complaint/feedback that it may determine to be frivolous or vexatious.
STAGE 4	
If you feel you want the appeal to be reviewed, submit the appeal decision, new or important information, and the outcome you are seeking.	The Board of Directors will review provide a written response within 60 days of receiving notice of the unsatisfactory appeal.