



Complaint/Incident Policy – Information Sheet

Brentwood Recovery Home (BRH) is committed to providing excellent programs and services. We recognize that from time-to-time there may be concerns, incidents or complaints and we believe you have the right to tell us about them. We also believe that the process for resolving these items should be timely, fair and respectful to all parties involved.

This policy is a way to resolve concerns and complaints about service provision. A complaint can be about program policy involving eligibility criteria, a staffing issue, quantity, quality, availability of service and/or privacy issues. The procedure for making a complaint is available in plain language to all members of the public. We are committed to providing you with an opportunity to explain the problem, to receive prompt action and ongoing follow-up until the issue is resolved. We are also committed to making this process accessible and open.

How to Make a Complaint in Person

1. *As a first step, it is always best to have a discussion with the staff person at Brentwood who is involved in the situation to see if the item can be cleared up face to face.*
2. *If the discussion does not resolve the complaint or you are uncomfortable discussing the issue with the staff person, you should inform a Program Manager. They will attempt to resolve the complaint as soon as possible by meeting with you. You have the right to bring a family member, friend or other representative to any meetings or discussions.*
3. *If the Program Managers are not able to resolve the complaint to your satisfaction the complaint will be referred to the Board of Directors.*
4. *The Board of Directors will then forward the complaint to the appropriate Committee for review and advice. The Committee will determine what actions or recommendations are required and the Board will inform you of this in writing. It is the responsibility of Brentwood staff to implement the recommendations.*

How to Make a Formal Written Complaint

1. *If you are uncomfortable making a complaint in person, then the Complaint Form (Available in both duty offices) may be completed to start the formal process.*
2. *The Complaint Form must be completed in full. Include details of the concern and/or issue, date and time when the incident occurred, a brief description of the concern and/or issue and the resolution you are seeking. Put the Form in an envelope (Provided at the duty offices) seal it, and write the name of the person you want to read it (Program Director or Human Resources).*
3. *You can leave the Complaint Form with a Brentwood Group Leader to be forwarded to a Program Director. If you are uncomfortable leaving the Complaint Form with a Group Leader, secure the envelope in the Men's Duty Office safe and it will go directly to a Program Director.*
4. *All Complaint Forms received by a Program Director will be initially responded to within two (2) business days.*

Appeal Process: If the person is still not satisfied with the outcome, he or she can appeal the decision to the Local Health Integration Network (LHIN), which provides funding to BRH. A LHIN representative will consider whether or not due process was followed. This will not necessarily change the decision or final outcome. If the complaint is specifically related to a Ministry of Health funded program and not resolved the person can appeal to the Health Services Appeal and Review Board (HSARB). Contact the LHIN toll free 1.866.371.5446

Should you have any questions regarding our Complaint Policy, please feel free to contact:
Office Manager (Human Resources) Front Office: 519-253-2441 ext. 264