

CANADIAN MENTAL HEALTH ASSOCIATION, MUSKOKA-PARRY SOUND BRANCH

AGENCY: POLICIES AND PROCEDURES

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NUMBER: IX - 50

DATE: December 2011, r-Sept 2016

SUBJECT: Feedback

POLICY

CMHA will ensure that there is a process in place to obtain feedback from consumers about the services provided by the Agency to people with disabilities. The Agency will respond where reasonably possible to suggestions made by consumers through this feedback process.

PROCEDURE

If an individual makes a remark or comment to staff which might be understood as a complaint, the staff member should use their judgment as to whether to inquire of the individual whether he/she wishes to make a formal complaint. If in doubt about the appropriateness of making such an inquiry, the staff should check with their supervisor.

Feedback reports will be filed separately from clinical and personnel files in a secured area. Reports will be retained for the same duration (and destroyed according to the same criteria) as clinical files.

Feedback on services provided to people with disabilities can be provided in the following ways:

- In person
- By telephone
- In writing
- By e-mail

Any communication must take into account the person's disability. i.e. Someone who is hearing impaired should have access to Bell Relay Services if they are making their comments by telephone. Staff must be prepared to assist individuals with disabilities complete the Feedback/Complaint form in a manner that takes into account the individual's disability.

If the complaint is about a specific employee, agency policy '# II-290 Complaints' will be followed.

Completed Feedback forms shall be forwarded to the Manager of Administration who will review the feedback/complaint and complete a plan for dealing with the feedback if necessary.

Individuals who provide contact information will be contacted within 30 days of submitting the feedback to discuss corrective action (if necessary) that the Agency is prepared to take.

Corrective action will be subject to budget limitations and other reasonable limitations such as # of people affected by action/inaction etc.