



Consumer Complaint Policy

Deaf Access Simcoe Muskoka has established the following process for receiving and reviewing complaints.

A complaint is defined as negative feedback to Deaf Access made by a person regarding:

- Eligibility to receive a particular service
- Termination of services
- The quality of a service provided to the individual or arranged for the individual by Deaf Access
- Failure of staff or volunteers to observe policies or procedures
- Breaching of confidentiality or privacy regulations
- Inconsiderate or inappropriate actions made by staff or volunteers
- Discrimination

A complaint may be received in person verbally, in person in ASL, by phone, by TTY, in writing by hand delivery, mail, fax or email. Complaints received in person will be documented by the staff person being informed. We are committed to providing an opportunity for the individual to explain the concern, taking prompt action and providing follow-up until the issue is resolved.

Formal Response to Documented Complaints

Within 30 days of having received a documented complaint, Deaf Access will review the complaint and respond to the individual who made the complaint in their preferred mode of communication.

Deaf Access shall:

- Investigate each complaint in a way that is fair and respectful of everyone involved
- Continue to gather relevant information ensuring we have all of the information needed to properly investigate the complaint

- Provide the individual lodging the complaint with clear and understandable reasons for how decisions were made regarding the actions taken in response to the complaint
- Respect confidentiality/privacy at all times
- Ensure accommodations for effective communication are made available
- Keep all documents relating to the complaint with the Executive Director and separate from any files the consumer may have for service delivery

It is the responsibility of all staff to have a working knowledge of the complaint resolution process and to co-operate with the processing and investigation of complaints. It is the responsibility of the Executive Director to track and respond to any trends identified through the complaint resolution process.

Appeal of original decision

If the Executive Director of Deaf Access is not able to resolve the complaint to the satisfaction of all involved, they may appeal the decision to the President of the Board of Directors. The President and Vice-President of the Board will review the complaint and relevant information and determine an appropriate course of action. The President will inform the consumer in writing, and if requested in person, of the conclusion. The President will consider whether or not due process was followed and this may or may not change the decision or initiate additional actions.