

## Service Concerns

Updated: January 2021

### Policy:

Support House is committed to providing the highest quality of support. In the event that your experience does not align with our values, this policy provides a procedure to follow. We recognize that from time to time there may be concerns and we believe that people we support and stakeholders have the right to tell us about them. We also believe that the process for resolving concerns should be safe, equitable, person-directed, and timely.

A concern can be about a program policy including eligibility criteria, a staffing issue, quantity, quality, or availability of service and privacy issues. The procedure for making a concern is available in plain language to all members of the public. We are committed to providing an opportunity to explain the concern, prompt action and ongoing follow up until the issue is resolved. We are also committed to making this process accessible and open.

### Concern Procedure:

1. When a concern from an individual is brought forward, staff will work with the individual to address the concern within two business days and work to resolve the concern and document it.
  - a. The Program Manager will be informed the same day.
2. If the resolution or process cannot be agreed upon, or the individual is not comfortable speaking directly to staff, the concern will be escalated to the manager of the program by either the individual or staff in writing using the concern form.
  - a. Upon receiving a concern form, the Manager will acknowledge receipt by writing, by phone or in person within two business days, and inform the individual of the expected timelines for next steps.
  - b. Executive Leadership will be informed the same day.
3. If resolution or process cannot be agreed upon, the concern will be escalated to the Executive Leadership Team, including the Executive Director.
  - a. Upon the receiving the concern the Executive Leadership Team will acknowledge receipt within two business days.

- b. The Executive Leadership Team will investigate the concern and provide an update to the individual and discuss next steps with the individual as soon as possible.
  - c. The Executive Leadership Team will document and track service concerns which will be reported to the Board of Directors.
4. If resolution or process cannot be agreed upon, the concern will be escalated to the Board of Directors.