

DIPTOT HEALTHCARE SERVICE COMPLAINT/FEEDBACK PROCESS

Diptot Healthcare Service is committed to providing services that are transparent, accountable, accessible, and respectful of people's dignity and rights. Diptot Healthcare Service will address any complaint/feedback received regarding our services through a formal process which outlines the roles, responsibilities, expected timelines, and a fair process to resolve matters.

PROCEDURE:

Diptot Healthcare Service shall provide people with the opportunity to submit complaint/feedback on the services it provides to people with a disability. Information about the complaint/ feedback process will be readily available and notice of the process will be made available at reception and on the Diptot Healthcare Service website. The complaint/feedback can be made verbally in person.

A person wishing to submit written complaint/feedback can: deliver the handwritten or typed complaint/feedback to: 15 Sugarcane Avenue, Brampton, Ontario L6R 3CB or email info@diptotinternationalconsult.ca, info@diptotinternationalconsult.com OR call +14165652626

When possible or appropriate, the following steps are to be taken to resolve the complaint/feedback. These steps are designed to promote the resolution of a complaint/feedback with those most directly involved in the matter.

Consideration needs to be given to any conflict of interest that exists or may arise between the complainant and those who may be involved in managing and/or resolving the complaint/feedback. If at any time there is a conflict of interest, the person will remove themselves from all steps in the complaint/feedback resolution process.

Step 1:

The Diptot Healthcare Service worker receiving the complaint/feedback, will make every reasonable effort to resolve the matter directly with the complainant as soon as possible and no later than 2 business days. If the complaint/feedback cannot be resolved at this initial step, the matter will be escalated to Step 2.

Step 2:

The Manager or their designate will acknowledge receipt of the complaint/feedback within 1 business day and will work towards a solution as soon as possible and no



later than 5 business days. If the complaint/feedback cannot be resolved at this step, the matter will be escalated to Step 3.

Step 3:

The Director or their designate will acknowledge receipt of the complaint/feedback within 1 business day and will work towards a solution as soon as possible and no later than 10 business days. The Director will ensure all pertinent information is documented on the Diptot Healthcare Service Complaint/Feedback form. If the complaint/feedback cannot be resolved at this step, the matter will be escalated to Step 4.

Step 4:

The Executive Director or their designate will acknowledge receipt of the complaint/feedback within 1 business day and will work towards a solution as soon as possible and no later than 15 business days. If the complaint/feedback cannot be resolved at this step, the matter will be escalated to Step 5.

Step 5:

The President of the Board of Directors or their designate will acknowledge receipt of the complaint/feedback within 1 business day and will work towards a solution as soon as possible and no later than 20 business days. If the complaint/feedback cannot be resolved at this step, the matter will be escalated with the Ministry of Seniors and Accessibility. Should the nature of the complaint/feedback go beyond Diptot Healthcare scope, mandate or expertise, the person and /or his or her family may be directed to more appropriate persons or jurisdictions. A complaint alleging behaviour of a criminal nature, for example alleged, suspected, or witnessed abuse, will be reported to the police and to the Ministry as a serious occurrence. Complaints determined to be vexatious or frivolous will not be addressed. Diptot Healthcare Services encourages both positive and negative feedback and is committed to being responsive to complaint/feedback.

