

7 COMPLIMENTS, COMPLAINTS AND APPEALS



- (a) Shelter providers will
 - (i) Have a policy and procedures regarding compliments, complaints and appeals, including how compliments and complaints can be made at the shelter level, how complaints will be investigated and resolved, and any subsequent escalation or appeal processes, including escalating a complaint to SSHA when all other options have been exhausted
 - (ii) Identify a staff who will act as complaint lead, as part of the complaint policy. Clients will be made aware of who the complaint lead is and be reminded of this when filing a complaint
 - (iii) Submit a copy of the policy and procedures to SSHA and resubmit a copy whenever the document(s) are updated or otherwise revised
 - (iv) Offer a copy of the policy and procedures or a plain language version of the policy and procedures (e.g., simplified orientation brochure) to clients upon their request.
- (b) Shelter providers will respond professionally and appropriately to all complaints from all individuals.
- (c) Shelter providers must inform clients of this process, post their complaint and appeals process in a conspicuous area of the shelter, inform clients of who the complaint lead is for their location, keep a written record of formal complaints and a written record of the resolution of formal complaints.
- (d) Compliments and complaints are a valuable source of information about a shelter's performance and can highlight areas of achievement and areas for improvement. Shelter providers will collect, analyze and evaluate all compliments and complaints and take any necessary corrective action.
- (e) Shelter providers will provide the contact information for SSHA to any client who
 - (i) Has exhausted a shelter's complaints and appeals process, remains dissatisfied with the resolution, and who wishes to escalate their complaint or appeal further
 - (ii) Wishes to submit a compliment about an SSHA program, service or responsibility
- (f) Shelter providers will provide the contact information for the Office of the Ombudsman to any individual who wishes to make a compliment or complaint about a City of Toronto or SSHA program, service or responsibility.