SMIS Complaints Module Quick Reference Guide: Entering a Complaint

Purpose

This document will outline the steps to document a new internally escalated complaint in the SMIS Complaint Module, specifically for complaints received by staff in-person which require subsequent investigation, documentation, and follow-up.

Audience

All SMIS users with the following **SMIS roles** can create a complaint in the SMIS Complaint Module:

- Intake Worker (IW)
    - Example:
- Case Worker (CW)
    - Example:
- Supervisor (SUP)
    - Example:
- Manager / Executive Director (MRG)
    - Example:

Step 1: Receiving the Complaint

When receiving a complaint in-person, it is important to collect as much information as possible at this stage. This includes the following:

- Complaint narrative and description
    - Individuals involved, relevant dates and times, etc.
    - Toronto Shelter Standard(s) or 24-Hour Respite Standard(s) that the complaint is related to
- Supporting documents (e.g., complaints form)
- Information from client on their desired outcome or resolution

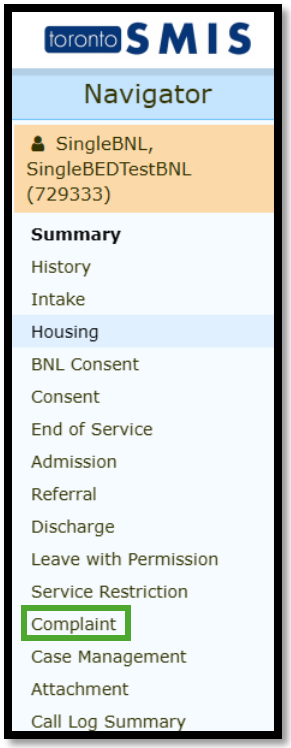
Note: Complaints about alleged staff misconduct must be escalated to the Program/Site Manager immediately. Documentation regarding these should not disclose details that includes staff information. Documentation in SMIS should be the following: "Received complaint from (client). Due to the sensitive nature of the complaint, it has been escalated to (name of management staff handling the complaint)"

Step 2: Inputting the Complaint into SMIS

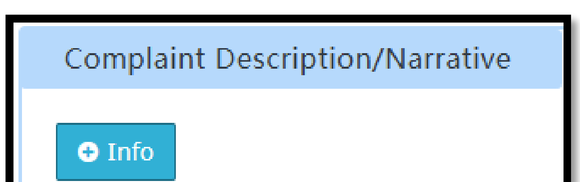
Once you have gathered all the required information related to the complaint, it can be documented in the SMIS Complaints Module. The detailed steps for creating the complaint in SMIS are as follows:

1. Navigate to the client's file in SMIS

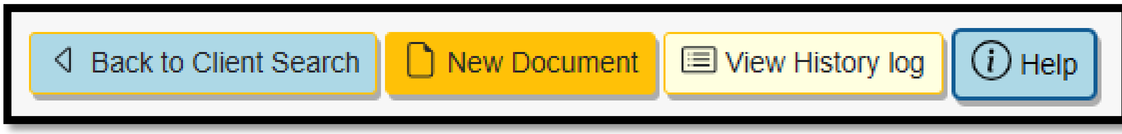
2. Select **Complaint** from the navigator, then select “New Complaint” as shown below

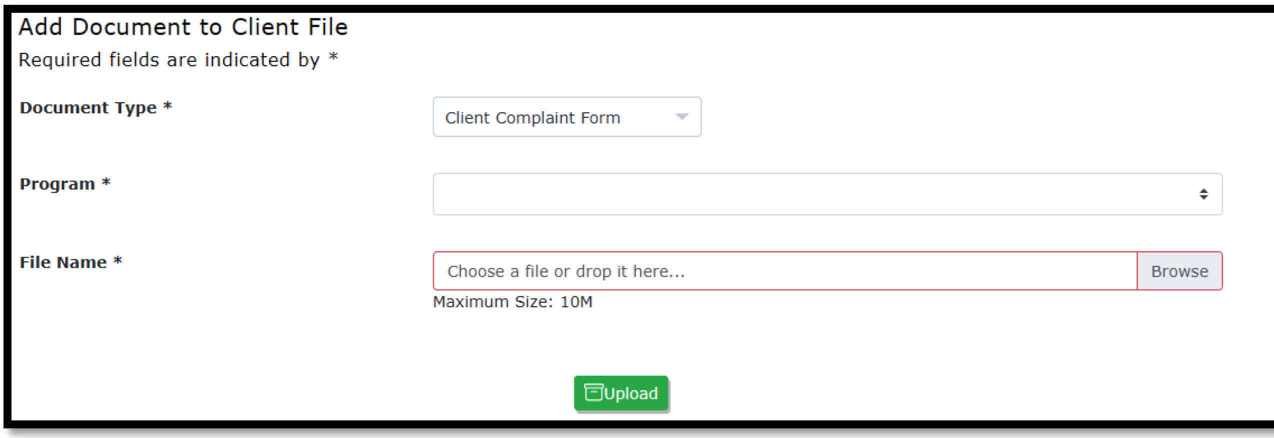


3. Complete all required fields on this page, including:
    - Complainant information
    - Complaint Description/Narrative (Note that any text entered in this field is final and cannot be edited)
        - This field is meant for the initial documentation of the complaint. Additional details can be added later in the complaint process
    - Complaint creator information (including job title and confirmation of complaint information)
4. After you have completed all fields, click the “Save & Confirm” button at the bottom of the page.
    - As you complete this page, refer to the **Info** buttons throughout the page for guidance on the required details for each section



5. After you have saved the complaint, navigate to the **Attachments** module to upload any supporting documents by clicking “New Document”, as shown below
    - You can select “Client Complaint Form” to upload a copy of a complaint form that was submitted in-person





Step 3: Informing Site Complaints Lead

After you have entered the complaint, it can be viewed at the program level and client level by clicking **Complaint** from the navigator. The newly created complaint will appear under the **New Complaints List** as “In Progress”.

With the complaint entry recorded in SMIS, your site’s complaint lead should be informed that a new complaint has been created and the complaint investigation can begin, as per your site’s complaint management process.