



LSCSS Formal Complaint Form

At LSCSS we are committed to maintaining an environment where everyone—team members, members, volunteers, clients, tenants, volunteers, or stakeholders—feels heard, respected, and valued. LSCSS values feedback and is committed to addressing concerns or complaints seriously and respectfully. We aim to resolve issues promptly and fairly, fostering a culture of continuous improvement.

Definition: A complaint is defined as an expression of dissatisfaction with regard to a service/program, an action or a decision taken by LSCSS, or the way in which LSCSS employees or volunteers carry out their duties.

Submitting a Concern or Complaint:

Individuals and/or their families are encouraged to bring any concern or complaint they have with services they have received directly to the attention of program staff and to attempt to resolve issues informally through open and respectful dialogue. What you tell us is taken seriously.

Individuals can also submit formal complaints in writing with this form, by email, by note or letter, in person, by phone, or using online complaint forms on the LSCSS website. Complaints should be addressed to the Executive Director. Notes or letters may be dropped off or mailed to 715 7th Street, Keremeos, BC V0X 1N3.

Today's Date (dd/mm/yyyy): _____

First Name: _____ Last Name: _____

Full Address: _____

Email Address (if applicable): _____

Phone Number: _____ Preferred Method of Contact: Phone Email

The complaint relates to program and topic:

one-on-one services group programs other (please specify): _____

Does the complaint refer to services you personally received Yes No

→ If no, who received the services? (First and Last Name) _____

→ What is your relationship to the person who received services _____

If the complaint relates to a particular worker, please indicate the person's name: _____

Date of Incident (if applicable): _____

Details Regarding the Complaint (attach more pages, if necessary)

I, _____, (print your full name) consent to allow Lower Similkameen Community Services to investigate and arrive at a decision regarding the complaint I have brought forward.

I understand a copy of my complaint may be forwarded to the program manager, senior management and possibly the Executive Director, and/or Board of Directors, when applicable, with copies of any supporting documentation or evidence I provide, and;

I understand the investigation may include participation from a legal advisor, if necessary, and;

I understand the investigation may include further correspondence and/or a telephone interview with me, and;

That once the investigation has concluded and the decision has been rendered, I will be notified of my complaint outcome and the decision of management. I have made my decision freely without undue influence.

Signature: _____

Date: _____

OFFICE USE ONLY

Date received: _____
(dd/mm/yyyy)

Review date: _____
(dd/mm/yyyy)

Reviewed by: _____

Title: _____

Reviewed by: _____

Title: _____

Reviewed by: _____

Title: _____

Reviewed by: _____

Title: _____

Response date: _____
(dd/mm/yyyy)

* A written response to the complainant is required within 10 working days by registered mail or provided to them directly.

Client Policy & Process

This policy applies to all clients, service users, and other external stakeholders who interact with LSCSS. It covers complaints related to:

- Service delivery (e.g., delays, quality of service)
- Staff behavior or conduct
- Accessibility of services
- Any other issues that may affect the client's experience with the organization

We encourage all individuals involved with our organization to voice their concerns confidently, knowing that they will be handled with seriousness and confidentiality. Your feedback is vital in helping us uphold the highest standards of integrity and excellence in all that we do.

Handling of Reports of Concern

Further Information

- LSCSS will investigate the complaint, seeking further information from any relevant parties, including officers, directors, employees, contractors, witnesses, volunteers, or stakeholders.
- The actions taken will depend on the nature of the reported concern.

Investigations

- LSCSS will handle all allegations with respect and discretion. If warranted, corrective or disciplinary action will be taken. Complaints alleging criminal conduct may be reported to the relevant authorities.

Reporting Back

- LSCSS will respond to the complainant as soon as reasonably possible after the matter has been reviewed and a determination has been reached. The outcome of the investigation will be communicated while respecting the privacy of all individuals involved.

Complaint Process

1. Submitting a Concern or Complaint:

- Individuals and/or their families are encouraged to bring any concern or complaint they have with services they have received directly to the attention of program staff and to attempt to resolve issues informally through open and respectful dialogue. What you tell us is taken seriously.
- Individuals can also submit formal complaints in writing by email, by note or letter, in person, by phone, or using online complaint forms on the LSCSS website. Complaints should be addressed to the Executive Director. Notes or letters may be dropped off or mailed to 715 7th Street, Keremeos, BC VOX 1N3.
- Complaints should include specific details such as dates, times, names of staff involved, and a description of the issue.
- Clients may choose to submit complaints anonymously; however, this may limit the organization's ability to fully investigate the complaint.

2. Acknowledgment of Complaint:

- All complaints will be acknowledged within 3 business days of receipt, confirming that the complaint has been received and is being reviewed.

3. Initial Review:

- The complaint will be reviewed by the Executive Director to determine the appropriate course of action. If the complaint involves a serious issue, it may be escalated to higher management or the Board of Directors.

4. Investigation:

- An impartial investigation will be conducted, which may involve interviewing the complainant, staff involved, and any witnesses. Relevant documents and records will also be reviewed.
- The investigation will be completed within 10 business days unless there are extenuating circumstances that require more time.

5. Resolution:

- Once the investigation is complete, the findings will be reviewed, and a resolution will be determined. The resolution may include corrective actions, changes to policies or procedures, or other measures to address the issue.
- The complainant will be informed of the outcome in writing, detailing the findings and any actions taken. If the complainant is not satisfied with the outcome, they may request a review by higher management or the Board of Directors.

6. Appeal Process:

- If a client is not satisfied with the resolution, they can appeal the decision. The appeal must be submitted within 10 days of receiving the resolution notice.
- The appeal will be reviewed by a senior manager or the Board of Directors, who will re-evaluate the complaint and the resolution provided. The decision made at this stage will be final.

Confidentiality

All complaints will be handled confidentially, with information shared only with those who need to know in order to investigate and resolve the complaint. The organization will take all necessary steps to protect the privacy of the complainant and any other individuals involved.

Protection Against Retaliation

LSCSS strictly prohibits retaliation against any client who submits a complaint in good faith. Any form of retaliation will be addressed promptly and may result in disciplinary action against the responsible staff member(s).

Record Keeping

All complaints and their outcomes will be documented and stored securely. Records will include the original complaint, details of the investigation, the resolution, and any follow-up actions. These records will be reviewed periodically to identify any trends or areas for improvement in the organization's services.

Continuous Improvement

The organization is committed to using the feedback from complaints to improve services. Trends or recurring issues identified through complaints will be addressed through staff training, policy changes, or other appropriate measures.

Staff will be trained on how to handle complaints in accordance with this policy.