

Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
t: 250.491.2907
f: 250.491.2920

PO Box 373
Nelson, BC V1L 5R2
e: mail@commconn.ca
w: www.commconn.ca

Complaint Resolution for Consumers

(taken from CCSS policy ip040)

People receiving services from Community Connections Support Services have a right to direct their own supports and register complaints if problems arise. Our agency is committed to addressing complaints in a timely and effective manner and we welcome feedback in the interest of continuing to work toward improving services to the people we support.

We want you to be happy with our services. Sometimes, problems come up that need to be solved. Here is what you do if you or someone you know is concerned about the support you are getting:

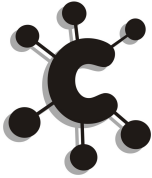
A. Talk to us at Community Connections. Start with talking to your support worker or home share coordinator and tell them about your concern. Most of the time, we can find a solution to the problem by talking about it. If this doesn't seem to work, please talk to the following people depending on the services you receive from us:

Community Support:

1. If you are still not happy with how your service is working, call Vern Rockwell at 250-491-2907. His job is to make sure that our support services are working well for you. Vern will meet with you and your support worker within one (1) week and help to solve the problem. We will sit down with you and write out your concerns so that we can follow up with our support workers to make sure that we are all doing all that we can to help you with your concern. We will give you a copy of this information along with the steps that we will take to help. Vern will also call you within one (1) month to make sure that you are happy with the solution to the problem or that you have found the help you need.
2. If the problem isn't better after meeting with Vern and your support worker, you can call Brian Burnham at 250-491-2907. As the director of the agency, he may have some ideas on how to help you solve your problem or give you other ideas about who to talk to.

Residential Support:

1. If you are still not happy with how your service is working, call Pat McLeod at 250-505-2186. Her job is to make sure that your support service is working well for you. Pat will meet with you and your support worker within one (1) week and help to solve the problem. She will sit down with you and write out your concerns so that we can follow up with our support



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workers to make sure that we are doing all that we can to help you with your concern. She will give you a copy of this information along with the steps that we will take to help. Pat will also call you within one (1) month to make sure that you are happy with the solution to the problem.

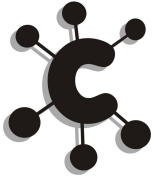
2. If the problem isn't better after meeting with Pat and your support worker, you can call Brian Burnham at 250-491-2907 or 1-888-491-2907. As the director of the agency, he may have some ideas on how to help you solve your problem or give you other ideas about who to talk to.

B. If after you have spoken to the people at Community Connections Support Services, you still feel like the problem has not been solved:

1. You may want to call CLBC at their office (Kelowna: phone 250-861-7255, West Kootenays: 250-365-8594 or 1-800-668-2249, East Kootenays: 1-888-426-1282).
2. Community Connections also has an Management Committee that you may want to talk to. The Management Committee is composed of the Director and all Service Coordinators / Team Leaders for all service areas that CCSS is responsible for. The committee is dedicated to finding solutions to difficult problems that may arise. If you would like to meet with the Management Committee, please call Brian at 1-888-491-2907.
3. There are further steps that you can take if you are still not happy with what is going on with your support. There is a complaint process at the Ministry of Children and Family Development. You can find out more about this from your social worker. You can also call Jane Holland in Vancouver at 1-800-663-7867 and asked to be transferred to number 775-1238. Jane is the Advocate for Service Quality for the Ministry of Children and Family Development and she may be able to provide you with more help.
4. Sometimes, Community Connections is not able to provide you with the service you need to solve the problem. When this is the case, speak to your support worker or their supervisor about the services you are looking for. We can give you the names and numbers of other agencies that provide the services that you are looking for.

C. Addressing Issues With Other Agencies

Sometimes, concerns or problems happen with other services you are getting from other agencies. We encourage you to find out what their policy is to solve these problems or talk with your CLBC Services Facilitator or Quality Services Analyst to solve them.



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D. Your Rights

You have the right to make a formal complaint. When you make a formal complaint, you have the right to have your services continue without any negative consequences. You have the right to make a complaint without any retaliation or barriers to your service.