

Community Connections Support Services

275 Rutland Road North
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Annual Complaint Review

Background

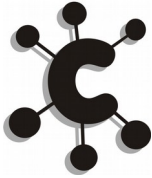
Community Connections Support Services began providing supports for people living with a disability in 1991. For many years, CCSS operated as a very 'flat' organization that provided a limited amount of supports in a few areas of service. As such, any complaints that were filed during those years were done so with the Director of the agency and usually in a very informal manner. Complaints were typically dealt with immediately and solutions were implemented as soon as possible without much need for analysis or documentation.

Today

Over the past number of years, CCSS has expanded its services and has become one of the largest agencies throughout the Kootenay and Central Okanagan to provide multiple levels of support to people living with a disability. As a result, a management support team has been established and CCSS has dedicated much effort to quality improvement and accountability to ensure excellent services for the people we support.

Over the past year, it became obvious that existing policies and procedures for receiving, addressing and tracking complaints were in need of significant upgrade if the agency were to be successful in supporting people receiving services, employees, stakeholders and the general public in dealing with complaints. As a result, CCSS has recently formalized its policies and procedures for Complaint Management and has provided for several methods by which a concerned party has the ability to file a complaint.

It is the agency's intention to continue to stream-line this process and ensure that all relevant information is captured, addressed and analyzed in the interest of identifying trends, possible causes, solutions and areas of service requiring improvement. We feel that in doing so, our agency can operate with a higher level of transparency, accountability and focus on quality improvement.



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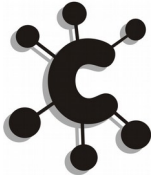
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Findings for 2011

CCSS has received a total of 4 documented complaints for the period of September 2010 – August 2011.

Complainant	Nature of Complaint	Action Taken to Resolve Issue	Follow-up Actions (if any)
Stakeholder	Complaint registered regarding conduct of CCSS employee	Complaint acknowledged and reviewed with employee. Employee terminated their employment shortly thereafter.	Review of Policy / Procedures regarding Code of Ethics and Professional Conduct. No revisions made.
Stakeholder	Complaint registered regarding conduct of CCSS employee	Complaint acknowledged and reviewed with employee. Employee was briefed on role definition, professional conduct issues, and reporting relationships.	Employee's supervisor remains involved in checking correspondence generated by employee and continues to enforce accountability in reporting relationships.
Employee	Complaint registered regarding conduct of CCSS employee	Complaint acknowledged and reviewed with employee. Complainant terminated employment before investigation was concluded.	Review of Policy / Procedures regarding Code of Ethics, Conflict Resolution, Lines of Communication.
Employee	Complaint registered regarding CCSS employment / dismissal protocol as it related to another employee and work atmosphere.	Complaint acknowledged. Complainant rescinded most of complaint at this time. Reviewed CCSS personnel policy with employee, lines of communication policy, and confidentiality issues.	Director addressed team as complainant had shared concerns with the entire service team. Opened opportunity for additional thoughts / complaints. None received.



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Areas needing performance improvement

As noted previously, the area needing the most improvement is to stream-line and standardize the agency's complaint management process and make those procedures known to all persons served, employees and stakeholders.

Community Connections Support Services is committed to reviewing and updating existing policy as issues arise and ensure that all personnel are familiar with CCSS Policy and Procedures.

Supporting documents

Copies of all registered complaints can be found attached to this review.

Complaints Analysis / Review Generated:
Generated by:

October 5, 2011
Jacqueline Burnham
Quality Assurance Manager