



Nimkee Nupigawagan

Healing Centre

COMPLAINTS POLICY (Implementation: August 29th, 2024)

A. Purpose

The purpose of this policy is to ensure Nimkee Nupigawagan Healing Centre provides a fair, effective and transparent response to complaints and concerns raised by our service users. This policy sets out the procedures for receiving, reviewing, recording and responding to complaints about our service.

Our system of triage and early resolution ensures that most complaints are resolved quickly and informally, through conversations or meetings. However, more complex complaints, especially those involving policy and process can take more time and, if the matter cannot be resolved, it could require an investigation.

B. Guiding Principles

Nimkee Nupigawagan Healing Centre is committed to high standards of practice in our work. We value feedback and complaints from our service users and continuously strive to improve our services. Our complaints process is guided by the following principles:

Accessible	Nimkee Nupigawagan complaints process is publicly available on our website, and service users are informed of their right to complain about our organization. Complaints are accepted in a variety of ways (i.e., webform, phone, mail, email and in-person).
Fair	All complaints will be handled in a manner that is impartial and fair. Our process provides the opportunity for service users to submit relevant information and have an opportunity to be heard before the review of the complaint is finalized. We thoroughly and objectively review the complaints we receive, and are committed to keeping people informed of the progress of their complaint.
Person Focused	We recognize that service users have different needs, and each person has their own unique history that they bring to the interaction with our agency. We commit to listen to our service users' concerns, treat them with dignity and respect, and maintain confidentiality throughout the complaints process



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Responsive	<p>We will respond to complaints within 15 business days, and will seek to resolve the complaint at the earliest opportunity. Complaints that cannot be resolved at first contact, or those that raise more serious concerns about our organization, will be forwarded for further review/investigation within 15 business days. Nimkee Nupigawagan Healing Centre is committed to these time frames and will inform our service users of the progress of their complaint and reasons for any delay in the complaint resolution process.</p> <p>Please note that complaints that fall outside 12 months since the date of an incident or interaction will not be reviewed.</p>
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Roles and Responsibilities of Staff:



Step 1

The Continuous Care Coordinator (info@nimkee.org) is responsible for receiving, recording and assessing complaints, and will attempt to resolve the matter if possible in consultation with appropriate staff and following policy. At this stage, the Continuous Care Coordinator has responsibility for explaining the complaints process to the person reporting the concern and initiate ongoing communication with the individual or group. Any complaints that are not resolved or that require further review/investigation to Stage 2 of the complaints process.

Step 2

The Manager of HR and Operations or Director of Care are responsible for reviewing and conducting investigations of complaints that are unresolved. If a complaint is not resolved to the satisfaction of the person raising the concerns following investigation, further internal review may be conducted by the Executive Director. If appropriate, an alternative dispute resolution (ADR) will be offered to attempt to resolve the complaint. ADR is provided with the assistance of an External provider and Traditional Resource Person.



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Step 3

At any point in the complaints process, a person may choose to seek external review of the matter.

PROCEDURES:

Confidentiality of complaints

Nimke Nupigawagan Healing Centre commits to maintaining confidentiality and protecting privacy throughout the complaints process in accordance with The Freedom of Information and Protection of Privacy Act (R.S.O. 1990, c. F.31) (commonly abbreviated **FIPPA**) (the Act) will only collect and disclose information to those staff who are involved in the review of the complaint.

Documents relating to a complaint investigation are securely stored and only accessible to those staff involved in the review of the complaint. Complaint outcomes may be anonymized and shared within our organization to promote continuous quality improvement.

Complaint handling procedures

Receiving complaints – Complaints can be submitted to Nimke Nupigawagan Healing Centre in the following ways:

Box 381, Muncey, Ontario N0L 1Y0

Marked: Personal and Confidential

Email: info@nimkee.org

Telephone: 519-264-2277

In-person: 20850 Muncey Road, Chippewas of the Thames First Nation territory, Muncey, ON

Online: www.nimkee.org

Translation services are provided through HR/Operations info@nimkee.org when requested.

Acknowledging complaints – All complaints will be acknowledged within 15 working days by email, letter, and/or phone. This acknowledgement will include information about the staff member who has primary responsibility for handling the complaint, as well as information about the complaints process, including applicable timeframes.



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- Please note that complaints that are historical before August 29 2023 will not be reviewed.

Date:	
Name:	
Contact number:	
Address	
Email	
Nature of Complaint (Check all that apply)	<input type="checkbox"/> Services <input type="checkbox"/> Staff <input type="checkbox"/> Administrative <input type="checkbox"/> Governance (Board related) <input type="checkbox"/> Funding <input type="checkbox"/> Process <input type="checkbox"/> Business <input type="checkbox"/> Other
Complaint	Please provide as much detail as you can in order to help you with your complaint such as dates, times, persons involved, witnesses, documents etc)



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Document Uploads

You can upload at least 10 documents. Please submit in picture format (jpg, png, pdf, etc).