



Complaints, Appeals & Dispute Resolution

There are rules and laws that have to be followed when Mountainside Support Services (MSS) investigates a complaint. A complaint will not result in any reprisals or barriers to service. When a formal complaint is investigated as a “reportable incident” we fill out a report and send it to the office of our funder.

If there is a complaint of child abuse or if someone suspects that a child is being abused, we also must tell Child Protection. Where there is suspected or observed neglect, abuse or any other unlawful act against a person, MSS involves the police as a part of the reporting process. These situations must be reported immediately to the manager of the program.

Individuals who are not satisfied with the care and/or treatment received in or by MSS programs, providers or management may complain/appeal as follows:

The Complaints Process

- Step 1:** If you can, you are encouraged to talk to the staff / person about your concerns.
- Step 2:** If the concerns are not resolved, speak to the MSS Program Supervisor for your services.
- Step 3:** If the concerns are not resolved within 5 days of speaking to the Program Supervisor, you are encouraged to submit a formal complaint to the MSS Program Manager for your services. The Program Supervisor will provide you with the Program Manager’s contact information.

To start a formal complaint, you may fill out the **Person Served Complaint Form** (*copies available at program sites and admin office*), and deliver by hand or email it to the Program Manager or to the MSS main admin office (office@mountainsidesupport.ca), or you can write your complaint in an email to the MSS office.

Be sure and tell them as much as you can about your concern and mention any people who are involved. The Program Manager will respond to your complaint within 10 days.

- Step 4:** If the concerns are still not resolved, speak to the Program Director, who will investigate and respond to your complaint within 30 days. The Program Manager must tell you how to contact the Program Director.

We will investigate your complaint! You will get a written answer about your complaint within 30 days.



The Appeal Process

If you are not satisfied with the result of the Program Director's investigation of your complaint, you can contact the CEO for a review and final decision. The Program Director will provide you with the CEO's contact information.

We cannot guarantee that you will be completely satisfied with the outcome of the process. What we can ensure is that your concern will get fair consideration and we will do everything we can to resolve your complaint. We support the decision-making process, but we are also open to reviewing these decisions.

If you are still not satisfied you can get someone else outside of MSS to help you. You have the right to arrange for assistance from whomever you wish at any time during the presentation of your concerns, including a legal guardian, a social worker, or other advocate. Of course, you always have the right to take your concerns to appropriate review processes, such as an Ombudsman or other procedural review bodies.

You have the right to ask for an internal appeal of any aspect of the service you receive, including:

1. Acceptance into services
2. Types of services provided (including specific incidents)
3. Limitations on services; and
4. Termination of services

At the time of application for services (for individual-initiated involvement) or admission into services (for externally-initiated services), we tell you about your right to appeal, your avenues of appeal, both internal and external, the appeal process, and the time limit for appeal. An appeal may confirm or alter a decision made at any prior level of the appeal. Appeals also will not result in barriers to service or any form of retaliation.

Other Issues

When the complaint resolution includes HR actions, MSS complies with privacy legislation by not releasing specific information relating to actions taken or persons involved. In these cases, results will be described in general terms with no identifying information.