

Take Your Compliment, Concern or Complaint to the Right Person

Information about PSSEO's Concerns & Complaints Policy

It is the intent of PSSEO to resolve all complaints as promptly as possible and at the lowest administrative level.

It is everyone's responsibility to attempt to resolve any complaint informally.

If you have an issue with a person, you need to talk directly to them. If you need help to do that, speak to a Peer Supporter.

Each Support Centre has regular meetings for staff and the people who go there, to talk about what activities and services happen, and how the Centre will spend its money. The majority of problems about what goes on at your Centre should be brought to these meetings. Find out when your Support Centre's meetings occur, and make sure you go to them with your concerns. If this doesn't work, follow the steps in this brochure.

If talking with the person does not help, you can ask staff to meet with you both to talk about the issue.

If you have a compliment, concern or complaint about a staff person or volunteer you should speak to the staff person or volunteer the same way you would talk to anyone else, by speaking to them respectfully. If this doesn't solve the problem, you may choose to follow the detailed steps included in this brochure to resolve the issue. If it is a compliment we're certain the person would like to hear that as well.

If the complaint cannot be resolved informally, a written complaint can be submitted to the staff at the Support Centre

Any compliment concern or complaint shall be documented, signed, and forwarded in a sealed envelope to the appropriate Team Leader/Peer Supporter.

The Team Leader/Peer Supporter shall notify the Support Centre Coordinator of the receipt of any concerns, complaint or compliment.

The Support Centre Coordinator may/shall direct the Team Leader/Peer Supporter to undertake the appropriate inquiry in a timely manner.

The complainant shall be advised that an inquiry has been undertaken, and the expected date of completion.

The person who submitted the compliment shall be advised that the compliment was well received.

If you do have a Complaint

COMPLAINT PROCEDURE STEPS

Step 1:

1. A complaint must be filed in writing to the immediate Supervisor/Team Leader within five (5) working days of the event, a copy of which will be sent to the Manager immediately.
2. Within five (5) working days of receipt of the complaint, the Supervisor/Team Leader will meet with the complainant to discuss the issues.
3. Within five (5) working days of the meeting, the Supervisor/Team Leader will provide a written report, which will specify the reasons upon which the decision was reached.

Step 2:

1. If the decision rendered at Step 1 is not acceptable to the complainant, the complaint may within five (5) working days, be submitted in writing to the next Supervisory/Management level.
2. Within five (5) working days of receipt of the complaint, the Supervisor/Manager will meet with the Supervisor/Team Leader, Manager, and complainant to discuss the issues.
3. Within five (5) working days of the meeting, the Supervisor/Manager shall render a decision in writing, which shall specify the reasons upon which the decision was reached.

Step 3:

1. If the decision rendered at Step 2 is not acceptable, the complaint will be forwarded within five (5) working days to the CEO.
2. The CEO will notify the Board President of the complaint.
3. Within five (5) working days of receipt of the complaint, the CEO will meet with the Supervisor/Team Leader, and/or Manager, and the complainant to discuss the issue.
4. Within five (5) working days of the meeting the CEO will provide a decision in writing, which shall specify the reasons upon which the decision was made.

Step 4:

1. If the decision rendered at Step 3 is not acceptable to the complainant, the complaint may, within ten (10) working days, be submitted in writing to the Board of Directors. The complainant must submit a copy of the original complaint and the decisions rendered in Steps 1, 2 and 3.
2. Within five (5) working days of the next regularly scheduled board meeting a written decision will be forwarded to the complainant.

Everyone likes compliments, you can register a compliment as well!



At PSSEO Support Centres, we think the Recovery Principles are very important to our wellness, and making Support Centres safe places to be.

That's why compliments, concerns or complaints need to be addressed with Responsibility and Respect, two of the Recovery Principles.

If you have a compliment, concern or complaint, you have the responsibility to raise it to the right people, and in a way that is respectful and solution oriented.

The Recovery Principles

Hope, Acceptance, Respect,
Responsibility, Education & Insight,
Support & Connection, Spirituality,
Health, Self-Care, Empowerment &
Overcoming

About PSSEO

Peer Support South East Ontario is a government funded addiction and mental health agency operated for people who are living with addiction and/or mental health challenges.

We operate Support Centres which provide Intentional Peer Support.

Getting involved in how your support Centre operates is really important, not just when there are issues, but if you have ideas, compliments or concerns.

If you have a compliment we like to hear about it, if you have a concern, or a suggestion we like to hear about it as well.



**Compliments
Concerns &
Complaints**

**Peer Support
South East Ontario
Coordinating Centre**

Peer Support South East
Ontario is funded by the:



**C2 - 350 Front St.
Belleville, ON K8N5M5
613-969-0122
admin@mhsn.ca**