

Summit Housing & Outreach Programs Concerns

Subject: Complaints Policy	Policy Number: N/A
Creation Date: Feb 14, 2025	
Review/Revision Date: Feb 14, 2025	
Next Review Date:	
Policy Cross Reference (where applicable):	
Approved By: Executive Director	Approval Date: Feb 14, 2025

PURPOSE

To provide a clear process for clients and our partners to raise service concerns and to ensure they are addressed.

BACKGROUND

Summit Housing & Outreach Programs is committed to providing high-quality support to clients. This policy reflects our dedication to transparency and accountability in addressing concerns, aligning with Accreditation Canada standards. The policy has been reviewed by clients and will be revisited for major revisions

DEFINITIONS

Concern – a concern can be about a program policy including eligibility criteria, a staffing issue, quantity, quality, or availability of service and privacy issues.

Complaint - an expression of dissatisfaction regarding services or actions taken (or not taken) by Summit staff or volunteers.

SCOPE

The procedure applies to all staff of Summit House, including but not limited to full-time, part-time, Board of Directors, volunteers, contract.

PROCESS OVERVIEW

1. Submission of Concerns

- Clients are encouraged to submit concerns in writing for accuracy.

Staff can assist in completing the service concern form.

The Concern/Complaints form is also available online [Contact Us – Summit Housing & Outreach Programs](#)

- Anonymous or second-hand complaints cannot be investigated due to the inability to verify details. Such complaints will be forwarded to the Executive Director or Board Chair for screening.

2. Initial Response

- Assigning a manager: Within two business days of receiving a complaint, a manager related to the concern will be designated as the main point of contact.
- Communication: The manager will reach out to the individual to acknowledge receipt and communicate the next steps.

3. Investigation

- The manager will investigate the concern, gathering relevant information and documentation.
- The manager will review whether the concern aligns with Summit House's policies and core values.

4. Resolution

- The manager will work with the individual to seek a resolution. This should be communicated clearly, including any actions taken or recommended.
- If an agreement cannot be reached, or if the individual is uncomfortable speaking with the manager, the concern will be escalated to the Program Director.

5. Escalation Process

- Program Director Involvement: If unresolved, the Program Director will be notified. They will acknowledge receipt of the concern within two business days and inform the individual of the expected timeline for resolution. Executive Leadership will be informed on the same day.
- Executive Director: If the issue remains unresolved, it will be escalated to the Executive Director. The Executive Director will acknowledge receipt within two business days and investigate the concern, providing updates as soon as possible.
- The Executive Leadership Team will document and track service concerns which will be reported to the Board of Directors.

- Board of Directors: If necessary, the concern can be escalated to the Board of Directors, who will respond in writing within the established timeframes.

6. Documentation and Review

- All service concerns will be documented throughout the process. This information will be reviewed regularly to identify trends and improve services.

- Summit House will take this opportunity to review its policies and procedures to ensure they reflect best practices and meet client needs.

TIMELINES

- Manager Response: Within two business days of receipt.

- Program Manager Response: Within five working days.

- Director Response: Within five working days after the Program Manager's response.

- Executive Director Response: Within five working days after the Director's response.

- Board Response: A Board member will meet with the individual within ten working days, with a written decision provided within five working days after the meeting.

Rights and Protections

Clients will not face reprisals for voicing concerns. All complaints will be treated confidentially, and access to services will not be hindered due to any complaint or suggestion made.

**Follow-Up Information**

(Please let us know your preferred method and timing for follow-up communication)

Additional Comments**Summit Management use only:****Date received:****Received by:****Follow-Up Date****Notes:**