



lumenus

Mental Health, Developmental & Community Services
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POLICY MANUAL SECTION Client Services	POLICY NAME Client Complaints Policy and Procedures	POLICY NUMBER PS 803
POLICY MANUAL SUBSECTION	RESPONSIBILITY COO	APPROVED BY CEO
LAST REVIEW DATE June 2025	APPROVAL DATE June 2025	NEXT REVIEW DATE June 2027

POLICY:

Lumenus strives to provide the best quality service to those it serves including clients, those acting on behalf of clients and members of the community

Lumenus values the need to be respectful of clients' rights and dignity, and to be open and responsive to them. Lumenus values the views of those acting on behalf of clients, community partners and members of the public and endeavors to respond to concerns and complaints through a variety of mechanisms.

It is the policy of Lumenus that clients, concerned individuals (members of the public) and/or partners in the community have available a process for making complaints about Lumenus. These complaints and/or concerns can be related to policies, procedures, services, service delivery or facilities, and complaints regarding an alleged violation of the rights of children youth, adults or families in receipt of service that is contrary to legislation that protects these rights (ref legislation such a CYFS PART II, S.18(1)(a); human rights legislations etc.). It is the policy of Lumenus that these concerns and complaints will receive a fair and prompt disposition.

In the course of interaction, disagreements might occur between Lumenus and other parties. Lumenus believes that disagreements are a part of normal life, and that disagreements are best dealt with directly between the parties concerned. Procedures have been developed to help find resolution to those disagreements and, when needed, to provide a structure for the client to lodge a formal complaint and to receive a response with regard to the complaint.

Lumenus is committed to offering the best possible service to clients and their families and those acting on their behalf. Lumenus is interested in hearing if a party:

- has a specific concern about Lumenus services/actions;
- is dissatisfied with the services/experiences received from Lumenus;
- is giving feedback about the services and supports that Lumenus provides and believes that services should be made available which are not.

In its efforts to create a consumer responsive service, clients and/or parent(s)/guardians/caregivers, and others acting on behalf of clients and/or the general public are:

- encouraged to provide feedback to Lumenus, at any time, regarding the quality of service received and recommended improvements;
- encouraged to identify issues, disagreements and concerns as they emerge so that they can be resolved with Lumenus staff, and
- provided with options to facilitate the resolution of concerns
- Individuals expressing feedback or concerns will be free of any coercion, intimidation, or bias prior, throughout and following the process of review. Any potential or arising conflict of interest will be reviewed with the Chief Executive Officer or alternate, as appropriate. Clients may submit a complaint anonymously and at any time in the process may choose to identify themselves in the process.

PROCEDURES:

Where clients and/or parent(s)/guardians/caregivers, and others acting on behalf of them and/or the general public have a complaint regarding the provision of Lumenus services they can make the complaint verbally, directly to any Lumenus employee, through the contact us on the agency website, or anonymously on the agency feedback form.

The Lumenus employee on receipt of the complaint completes an incident report and a Serious Occurrence Report (where required) and informs the complainant through the means of receipt of the complaint (email or by phone) of the response time to respond to the complaint and the name and contact information of the Lumenus employee who has oversight of the complaint. This response contact is usually a manager/director unless this poses as a conflict of interest then the complaint will move directly to the COO who consults with the CEO for alternate resolution. Complaints are responded to within 24-48 hours or the next operating business day in terms of acknowledging receipt of the complaint and naming the employee point person overseeing the complaint. Lumenus employees work with the complainant to determine what, if any supports they or the client requires in order to participate in the review process and the employee informs the client/complainant of the timeline of updates to be received, the means of receiving updates, while the complaint is being addressed. Complaints related to the rights of a client, as with all other complaints related to clients, are entered into the client record in the form of incident reports and as appropriate notes from meetings. Recorded information includes the details of the complaint and the steps taken in response to the complaint.



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For Live in Treatment programs, a complaint is responded to within 24 hours, regardless of the day of the week. This would include an on-call management person acknowledging the complaint when program management is not available within 24 hours. Any concerns regarding a client's safety resulting from the complaint would be addressed immediately. If the complaint involves an allegation of abuse against an employee, the employee is removed from direct care duties immediately. The parent/guardian is informed of the steps the agency is taking to protect the client while the complaint is being reviewed. If the complaint is about a violation of client rights, program management immediately addresses any violations. In consultation with the Senior Director, Lumenus provides an alternative designate to oversee the complaint process, if requested by the complainant, or if the complaint is against the management person that would typically oversee the complaint process. If the complaint is against someone in the management team, it is overseen by someone in a similar position, but in a different department, or someone higher in the management organizational structure. The designated employee who has oversight of the process to address the complaint cooperates with the complainant to ensure a timely response to the concerns, which should in usual circumstances take less than 30 calendar days. Lumenus employees work with the complainant to determine what, if any, supports the client or the complainant requires in order to participate in the complaints review process and informs the client/complainant of the timeline of updates to be received while the complaint is being addressed.

Where a complaint is about the alleged infringement of client rights, Lumenus employees ensure the incident report and serious occurrence reports are placed in the client's file and a written outcome summary of the complaint is provided to the client, or client designate at the end of the investigation. Clients are encouraged to report concerns about an infringement of their rights to the Ombudsman of Ontario. The suspected infringement of a client's right outcome summary is reviewed to create an immediate redress in program operations when the infringement is confirmed either internally or externally through the Office of the Ombudsman

Anonymous complaints are received and tracked but will not receive a response. Feedback forms are completed anonymously. The anonymous complaints are reviewed by Directors and Senior Directors for themes or concerns about services and supports, which may require attention.

The person making the complaint is asked to provide as much detail about the concern including information about the incident, employee and service involved and the location in which services were received and is required to provide their contact information for follow-up.

Agency employees responding to the complaint (e.g. Manager) will provide the complainant with this policy and its procedures and provide an outline of the procedures using language suitable to the understanding of the complainant.

Where the complaint is related to services being directly received or recently received, a direct meeting in person or on the phone is typically offered as the first step to address the complaint.



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If the complaint is about policies, procedures (visitor restrictions or expectations in the live in) or other related matters the complaint is addressed through the method of correspondence in which it is received. These complaints are responded to within 24-48 hours (within 24 hours for Live in Treatment programs- see above). A meeting may be provided to complete the gathering of information and to address these concerns. The complaints may be addressed through the initial correspondence whichever the complainant prefers. The complainant, if there is no meeting, will receive regular updates on the process every 7 days, and shall receive a final response no later than 30 days from the date of receipt of the complaint. The complainant can receive updates more frequently than every 7 days, if requested. The licensing standard sets out a 15 day window to respond to the complaint, from the date of receipt, but Lumenus strives to respond much more quickly, as noted above. All communication and response to complaint is documented in the client's record.

The Manager or Director of the service/program facilitates a meeting in an attempt to resolve the concerns to the satisfaction of the complainant and to find a resolution that is consistent with service delivery policies and procedures. If the Manager or Director are the subject of the complaint, Lumenus will provide a Director or Manager not involved in the provision of the direct service that is in question, to facilitate the meeting.

The complainant may refuse to participate in the meetings. Or the complainant may refuse to participate in a meeting with the employee who is subject to the complaint. In this instance the Manager and the Director gathers detailed information about the complaint and then provides opportunity for the employee to respond in writing. The Manager/Director will work with the complainant to best resolve the issues in light of the information provided.

In situations where the individual making a complaint is a client:

- under 16 years of age, the client's parent(s)/guardians/caregivers are encouraged to attend the meeting, unless the youth 12-16 has not provided consent for parental involvement;
- over 16 years of age, the youth or adult gives consent for their parents/guardians/caregivers' or other support persons acting on behalf of them, where possible, to attend the meeting.

Where necessary Lumenus ensures that the complainant understands the outcome of the results, ensures the outcome is presented in very clear language including providing it in writing and giving an opportunity for clients to ask questions.

Where necessary, Lumenus ensures that feedback/complaint information is reported to the police and/or child welfare as required by relevant legislation.



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In situations where the feedback/complaint may put Lumenus at risk, the Board of Directors is informed immediately. All complaints are reviewed by the Senior Director and or the Chief Operating Officer to determine whether the complaint puts the organization at risk and then informs the Chief Executive Officer and the Board of Directors accordingly.

A copy of Lumenus Client Complaints Policy and Procedures is provided to clients admitted or engaged in a service, including provided in writing to the parents or guardians, and is posted on the agency website and posted in a visible location at agency sites including all the agency live-in locations.

Aggregate data regarding complaints will be compiled, evaluated and reported to the Leadership Team and the Board of Directors for an annual review and action plan.

Aggregate data regarding complaints with action plans are reviewed with current clients to elicit further input. These recommendations are posted on the agency website and clients, those acting on behalf of clients and the general public may provide further feedback to these action plans through the “contact us” link on the agency website