

## Constituent Complaints Policy

The Board will be accessible and responsible to the DSSAB stakeholders. It is a function of the Board to respond to complaints related to its decisions or complaints resulting from a service contractor's failure to fulfill their contract.

It is not a function of the Board to process complaints related to program decisions.

Therefore Board members or the Executive Assistant will work positively with the public to ensure the use of normal complaints procedures in place for each of the mandated program areas. Board members, the Executive Assistant and contracted staff will deal with all complaints on a top priority basis.

The Board contracts service delivery for the provincially mandated services currently with the City of Sault Ste. Marie. Each program will have processes and procedures to address complaints from clients in receipt of services as well as complaints from the general public or advocacy groups.

The Board members may receive complaints directly about the contract service provider.

### 9.1 Procedure:

1. When a Board member receives a complaint, the Board member shall where possible encourage the complainant to contact the Manager of the program the complaint pertains to.

<b>Program</b>	<b>Direct Manager</b>	<b>Senior Manager</b>
Ontario Works	Ontario Works Manager	Commissioner of Social Services
Community Child Care Programs	Community Child Care Manager	Commissioner of Social Services
Social Housing Programs	Housing Programs Manager	Commissioner of Social Services
Sault Ste. Marie Housing Corporation	General Manager	Commissioner of Social Services
Emergency Medical Services	EMS Operational Manager	Fire Chief

2. The Board member may contact the manager of the program directly regarding the complaint.

3. The Executive Assistant may receive the complaint directly from the constituent.
4. The Executive Assistant will record the information provided by the Board member or by the constituent. (Complaints Record)
5. The Executive Assistant will contact the respective program manager regarding the complaint.
6. Where possible, the Executive Assistant will direct the constituent to contact the respective program manager and pursue the proper channels for appeal and complaints established within those programs.
7. The Executive Assistant may communicate with constituents by telephone, in person or in writing.
8. The program manager will advise the Executive Assistant of the resolution of the complaint.
9. Where possible, the Executive Assistant and the Program Manager will keep the Board member informed regarding the complaints and their resolution.

## District of Sault Ste. Marie Social Services Administration Board

### Complaints Record

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Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

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### Program Area Of Complaint

Ontario Works [ ]                  Community Child Care [ ]                  Board Office [ ]

Social Housing [ ]                  Emergency Medical Services [ ]                  Other

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### Details of the Complaint

  
  
  
  
  
  
  
  
  
  
  

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### Summary of Recommendations to the Complainant

  
  
  
  
  
  
  
  
  
  
  

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### Summary of Action Taken by Board Office

  
  
  
  
  
  
  
  
  
  
  

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Board Staff: \_\_\_\_\_

Date: \_\_\_\_\_