
	SECTION 4: Safeguards	Policy Number: OPR4-SFG 01
	OPERATIONS	Original Date Approved: 1995
	POLICY:	Last Revised Date: 02/2016
	INDIVIDUAL DISPUTE RESOLUTION PROCESS	Review Date(s): 12/2016, 06/2015, 06/2013
APPROVAL: Executive Director Signature 		Page 1 of 2

POLICY



1. The Association shall provide an issue resolution process for all Individuals that:
 - a. Provides a means for Individuals to deal expressly with issues they are experiencing and wish to resolve.
 - b. Ensures they are not subject to reprisal as a result of asking for help.
 - c. Is accessible to meet the needs of the person submitting the complaint/feedback.
 - d. Allows the individual to seek and receive assistance during the process from any person of his/her choosing and who is acting on behalf of the individual.
 - e. Provides clear steps to address issues.
 - f. Includes an appeal process.

2. The individual issue resolution process may not be used:
 - a. If the individual still has recourse to have the issue addressed through other routine channels such as talking to program personnel and/or their support network.
 - b. To deal with issues where the individual is in contravention of Association policies or other internal agreements.
 - c. By a third party who wishes to resolve an issue.

PROCEDURE

1. Where an individual has a issue they shall try to address it through the following existing support processes:
 - a. Directly with their program personnel.
 - b. With the manager of the applicable program.
 - c. Through their Person Centered Planning process.
 - d. Through discussions at monthly self-advocate meetings. The self-advocate representative could request to speak to program personnel at the next team meeting regarding the issues brought forward. If the team meeting does not resolve the issue the self-advocate representative will request to bring the matter for review at the next meeting of Program Directors and Executive Director.

2. The discussion and outcome of each step will be documented and maintained by the individual or person acting on behalf of the individual as well as the person with whom the issue is being discussed with. The documentation and feedback will be communicated in the manner in which the supported person understands and/or requires, i.e. audio, visual tapes, sign language, verbal, written, email, etc.

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2. The decision shall be documented and communicated in the form and manner required by the individual, binding upon the parties and the decision shall not be subject to appeal.

3. All complaints/feedback will be investigated by a non-bias party, free of Conflict of Interest, i.e. if the supported person's direct program personnel is who the complaint is against the program personnel would not be expected to follow this step in the procedure and would proceed to the next level.

4. If the complaint/feedback is an allegation of abuse, the individual will be supported to seek police involvement as per the agencies policy on Abuse and the Ministry of Community and Social Services Quality Assurance Measures Directives. In the event of abuse/alleged abuse, or the complaint/feedback is of a serious nature, the agency will ensure that the Ministry of Community and Social Services is made aware and the appropriate Serious Occurrence Reporting is completed as required.