

Complaint Regarding CPRI – Process

CPRI staff members want children/youth and families to know that they can give feedback or suggestions. Any individual also has the right to make a complaint against CPRI. **If a complaint is made, it will not affect the service you or your child/youth will receive.**

Here is the process for making a complaint about CPRI:

Note: If the complaint is about a clinical decision, please skip to PART 2.

PART 1: GENERAL COMPLAINTS

I have a concern, what should I do first?

If possible, discuss your concerns or feedback with any CPRI staff member that you feel comfortable with. Staff members are happy to listen and problem solve with you. You can also use a Caregiver 'Help Card' to talk with a CPRI staff member.

How do I make a formal complaint?

If you would like to submit a formal complaint, you can do so by:

- a. Email at cpri.admin@ontario.ca
- b. Telephone at 519-858-2774 ext. 2011
- c. Online at www.cpri.ca/families/get-help/
- d. In writing to 600 Sanatorium Rd. London ON, N6H 3W7 Attn: Issues Manager

What happens after I submit a formal complaint?

1. The Issues Manager will contact you within 2 workdays to let you know your complaint was received. The Issues Manager will explain the next steps and tell you when to expect a response. You will get a tracking number for your complaint.
2. A manager will review your complaint. The manager will also look at policies, procedures, client information and any other records as needed. He or she will make sure that appropriate policies, procedures, and rules are followed.
3. You will get a written response within 15 workdays from the time you submit your complaint. If the problem is complex, then a response might not be possible within 15 days. In this case, you will be notified in writing of the delay and given a new timeline.

What if I am not satisfied with the response?

If you are not satisfied with the outcome of the review, you can ask the manager to send your original complaint to the Office of the Director, or you can send it. The Director, or

a delegate, will review your complaint and the related documents. You will receive a written response within 15 workdays.

PART 2: COMPLAINTS ABOUT CLINICAL DECISIONS

Sometimes there may be disagreements about clinical decisions. When that happens, it is important that we all work together to find the best way to resolve the disagreement. We want your child/youth to receive the best possible service.

I have a complaint about a clinical decision, what should I do first?

Request a meeting with your clinical team and the manager to talk about your concerns. The team is happy to listen. They can explain why the decision was made, talk about where points of view may differ, and problem solve. You can also use a Caregiver 'Help Card' to talk about a clinical decision.

How do I make a formal complaint?

Following this meeting, if you would like to submit a formal complaint you can do so by:

- a. Email at cpri.admin@ontario.ca
- b. Telephone at 519-858-2774 ext. 2011
- c. Online at www.cpri.ca/families/get-help/
- d. In writing to 600 Sanatorium Rd. London ON, N6H 3W7 Attn: Issues Manager

What happens after I submit a formal complaint?

1. The Issues Manager will contact you within 2 workdays to let you know your complaint was received. The Issues Manager will explain the next steps and tell you when to expect a response. You will get a tracking number for your complaint.
2. A senior manager will contact you to discuss your concerns and try to problem solve with you.

What if I am not satisfied with the response?

If you feel your concerns have not been addressed, you can ask for a review of the clinical decision. Within 5 workdays, a manager will ask a different CPRI clinician to do a Comprehensive Internal Clinical Review. The clinician will be someone who has not been involved with you or your child/youth, and who has the right kind of clinical skills to do the full review.

You will receive Comprehensive Internal Clinical Review Report from the manager within 20 workdays. If a response cannot be provided within this amount of time, you will be notified in writing of the delay and given a new timeline. This may happen if the problem is complex.

Can anyone else help me?

We want to problem solve with you. However, if you are unhappy with the way the complaint was resolved, or you do not feel safe talking about your concern with us directly, you can contact:

The Ontario Ombudsman:

The Ombudsman is an independent officer of the Legislature who investigates complaints from the public about Ontario government services, recommending improvements for governance, and resolving individual issues. You can get the contact information for the Ombudsman from the CPRI Issues Manager (519-858-2774 ext. 2011), or by visiting the Ombudsman website at www.ombudsman.on.ca

The Provincial Advocate for Children and Youth (PACY):

The Office of the Provincial Advocate for Children and Youth is an independent voice for Ontario's children and youth who are either "in care" or on the margins of government care. You can get the contact information for PACY from the CPRI Issues Manager (519-858-2774 ext. 2011), or by visiting the PACY website at www.provincialadvocate.on.ca