Société Alzheimer Society
CHATHAM-KENT

ASCK – EXTERNAL COMPLAINT, FEEDBACK, COMPLIMENTS Form

REVISED: 26APR25

DATE of INITIAL COMMUNICATION		**TIME RECEIVED (am/pm)**	
COMPLAINT CATEGORY (circle one)	1. Attitude 2. Service Coordination 3. Staff, Student, and Volunteer Performance & Service Delivery 4. Service Accessibility 5. Client, PLWD, and CP Safety Issues 6. Facility/Property Management 7. Financial 8. Other		
NAME OF COMMENTER		**CLIENT, PLWD, CP, COMMUNITY PARTNER, MEMBER OF PUBLIC**	
ADDRESS			
TELEPHONE #	( )	**EMAIL ADDRESS (IF APPLICABLE)**	
Description of Complaint, Concern, Feedback, Compliment,			
Follow-Up Action Plan	1. 2. 3.		
Recommendations Post Investigation	1. 2. 3.		
Discussion/resolution			
DATE SUPERVISOR NOTIFIED		**SUPERVISOR REPORTED TO**	
Date Commenter Contacted			

POLICY STATEMENT

The Alzheimer Society of Chatham-Kent (ASCK) is committed to providing safe, quality services and programs in the community served in accordance with legislation and best practice. ASCK has established a process for reviewing complaints in accordance with the *Home Care and Community Services Act, 1994, 5.0. 1994,* c. *26,* and will investigate complaints made by a person about any of the following matters:

1. A decision by ASCK that the person is not eligible to receive a particular community service.
2. A decision by ASCK to exclude a particular community service from the person's plan of service or care.
3. A decision by ASCK regarding the amount of any community service to be included in the person's plan of service or care.
4. A decision by ASCK to terminate the provision of a community service to the person.
5. The quality of a community service provided to the person or arranged for the person by ASCK.
6. An alleged violation by ASCK of any of the person's rights set out in the Bill of Rights in subsection 3 (1). 1994, c. 26, s. 39 (1) of the *Home Care and Community Services Act, 1994, 5.0. 1994.*

COMPLAINT CATEGORY	DEFINITION
1. Attitude	The extent to which staff, students, and volunteers are perceived as courteous, helpful & sensitive to client, PLWD, or CP needs e.g., respectful, empathetic.
2. Service Coordination	The extent to which staff, students, and volunteers communicate appropriately with clients, PLWD, CP partners, and stakeholders (e.g., scheduling related issues).
3. Staff, Student, and Volunteer Performance & Service Delivery	The extent to which staff, students, and volunteers conduct themselves including skills, judgement, knowledge, experience, training & education (competency) & issues related to professionalism e.g., arrive late, leave early, violations in code of conduct.
4. Service Accessibility * behavioral examples	Inability to access services/programs e.g., staff, students, and volunteers do not respond to messages left in a timely way, phone line unanswered, etc.
5. Client, PLWD, and CP Safety Issues	Issues related to personal security & safety e.g., client, PLWD, and CP left alone to wander, unlocked door, lack of security for belongings, lost item(s).
6. Facility/Property Management	The physical characteristics of the facility do not meet standards (IPAC etc.) e.g., cleanliness, parking issues, signage, and way finding
7. Financial	The completeness /accuracy of billing/ charges or other finance issues e.g., inability to manage fees, complaints of fees, etc.
8. Other	Any other complaint

Note: If the complaint is being made on behalf of someone else, it must first be verified that the complainant has permission to speak on behalf of that person, especially if confidential information is involved.