

Giving a Compliment

Positive feedback is important to us. It tells us that we're doing a good job and reinforces our commitment to providing quality service.

If you have a particularly positive experience with a Regional staff member or believe that one of our employees has gone that extra mile for you, we'd like to hear about it and share your appreciation with those responsible.

The most direct way of recognizing the efforts of a Regional employee is to telephone, write, e-mail or fax his or her Manager or Supervisor with your comments. If you are unable to identify the appropriate contact within the Region, you may also direct your compliment to the Quality Improvement Team and every effort will be made to ensure that the individuals responsible receive the accolades that are due. As part of our Region's Quality Improvement focus the Quality Improvement Team would also appreciate it if a copy of your comments are forwarded to our office.

Where to Turn to With a Problem

Step 1. Start at the Source

When a problem occurs it is generally easier to check the facts and make the correction at the location where the problem originated. The sooner you contact the people, the sooner they can begin working on a solution. Try to talk with your worker to identify the issues and attempt to resolve your concerns. If this does not prove to be satisfactory then ask for the worker's supervisor to become involved in trying to solve the problem. The Supervisor will need to be provided with a summary of what has already been agreed upon, what issues are still outstanding and any possible remedies. If new issues arise during the involvement of the Supervisor the expectation will be that they would be referred back for resolution between the client and Worker.

Step 2. Contact the Operational Manager

If your problem is not resolved to your satisfaction at the District Office Level (Worker/Supervisor) then we ask that you contact the Operational Manager and ask him or her to review the matter. The Worker/Supervisor can assist you with this contact number. The

Operational Manager is responsible to ensure that offices are meeting standards as established by the Region. As in the previous step, a summary will be requested and any new issues will be referred back to the previous stage for resolution. The Operational Manager will commit to a time frame for resolving your concern and at the conclusion of their involvement will provide you with a brief report of the outcome of their review and reasons for their decision.

Step 3. Regional Director of Operations

If a satisfactory resolution has not been reached prior to this step you may ask for a Final Review of the concerns to be conducted by the Director of Operations/Regional Executive Director. Upon completion of the review the Director of Operation/RED will convey to the client their decisions around the matters in question. If the consumer is not satisfied with the findings of the review the recourse for appeal is the Ombudsman.

If you have any questions or require additional information or support in accessing the process please contact the Interior Regions Quality Improvement Manager or Regional Quality Improvement Advisors.

The Role of Quality Improvement Team

The role of the Quality Improvement Team is to assist clients in having their concerns heard. They are not advocates for you nor are they a representative of Regional decision makers. Their role is to assist the parties in resolving the matter in an administratively fair manner. If it is thought that it would be of assistance they could:

- *help put the concerns in writing*
- *assist in facilitating meetings between Ministry Staff and people who have presented concerns.*
- *assist the Operational Director/CEO in conducting an administrative review.*

Members of the Interior Quality Improvement Team can be Reached at:

Mail: 100-117 10th Ave South,
Cranbrook, BC V1C 2N1
Phone: (250) 417-4176 or toll free
through the Enquiry BC
(1-800-663-7867)

Fax: (250) 426-1576

Other Supports Available:

Office for Children and Youth

Provides Information about advocates. They are not part of the ministry and there is no cost for using their services.

Phone: 1-800-476-3933

The Advocate for Service Quality for People with Developmental Disabilities.

Helps Adults with developmental disabilities and their families get good quality services. The Advocate can help with services from the Ministry or from service agencies in the community.

Phone: 604-775-1238 or toll free
through Enquiry BC (1-800-663-7867)

Community Advocacy Services
Various communities also offer local advocacy services that you may want to explore.

Giving a Compliment or Making a Complaint in the Interior Region

The Interior Region recognizes accountability and openness are fundamental to the Region's success. The Region can only promote best practices and strive to provide consumers with quality service by being open to comments, review and change.

While we welcome any positive comments you may have, it is equally important for us to know when you have a problem so that we can resolve it and retain your confidence. At the same time, we use your feedback to continuously improve the quality of the services we provide to you and other consumers.