

Additional Information

- If you have a concern or complaint regarding public health, including protection from environmental and other hazards to health, call the Medical Health Officer @ 604-556-5069
- If you have a concern or complaint regarding the quality of care or the failure to deliver care, please contact the Fraser Health Patient Quality Care Office @ 1-877-880-8823



The H.O.M.E Society

31581 South Fraser Way
Abbotsford, BC
V2T 1T8

Phone: 604-852-7888
Fax: 604-852-7801
info@homesociety.ca



H.O.M.E.S

Complaint & Concern Processes

*Information for Employees,
Persons served and our
Community Partners.*

Overview

The H.O.M.E Society encourages persons served, employees, families and community members to bring forward any concerns or complaints they may have about the agency.

H.O.M.E.S is committed to resolving the matter in a timely and appropriate manner.

H.O.M.E.S is also committed to providing stakeholders with opportunities to resolve concerns before they become complaints.

For further information on complaints or formal concerns, please see H.O.M.E.S Complaint Resolution Policy B.70.

Concern Forms are available in the Mail room at the office.

Persons Served

H.O.M.E.S will encourage persons served to feel safe in reporting their concerns and complaints. Concerns or complaints will be addressed in a timely and appropriate manner. Bringing forward a concern or complaint will not result in retaliation, harassment or barriers to service.

H.O.M.E.S always encourages individuals with a concern to seek an informal resolution when the concern first arises. This could be with a Supervisor/Coordinator, friend or a Home Share Provider. Where this is not possible, or where resolution has not been achieved, persons with concerns are encouraged to pursue the matter with a Manager.

For further information, please see Policy B.70.



Employees

Employees who wish to bring forward a complaint or concern can do so under the Conflict Resolution Policy or grievance procedure.

H.O.M.E.S encourages stakeholders with concerns to seek an informal resolution with the H.O.M.E.S designates at the level where the concern first arises (e.g. Program Coordinators/Supervisors for concerns relating to programs) . Where this is not possible, or where resolution has not been achieved, persons with concerns are encouraged to pursue the matter with more senior delegates (e.g. Managers/Directors)

Confidentiality

A complainant is required to identify him or herself when making a complaint. Anonymous complaints will not be investigated.

For further information, please see Policy B.70.

