

OCO Service Concerns Policy and Procedures

Service Concerns Policy:

The Ontario Caregiver Organization (OCO) is committed to providing a positive experience for every caregiver who receives our information and support. If your experience does not align with our commitment, this policy outlines the required procedures to bring forward a concern. We recognize from time to time there may be service-related concerns and we believe the people we serve, and other stakeholders have the right to let us know about them. We also believe the process for resolving such issues should be safe, fair, timely, and inclusive.

A service-related concern is defined as a complaint linked specifically to OCO information and program/service delivery, and/or interactions with OCO representatives; it is not related to concerns with health or social service systems or any other systems, organizations, and individuals. A concern with OCO may be related to information we have communicated on our website or through other channels, a program policy, program or service quality, your experience with a staff member or volunteer. The procedure for letting us know about a concern is available in plain language to all members of the public. We are committed to providing an opportunity to explain a concern and prompt action and ongoing follow up to work toward a resolution. We are also committed to making this process accessible and open. **If the concern is related to a privacy issue, please contact info@ontariocaregiver.ca**

Service Concern and Resolution Procedures:

All concerns will be met with the intention to work together to reach a resolution, but there may be times when a desired resolution is not possible. OCO will not tolerate threats of violence, bullying, harassment, or discrimination by a person bringing forward a concern or by any OCO representatives involved at any point in the process to address and resolve it.

Step 1. A concern about your experience with OCO can be expressed through written or spoken communication. When bringing forward a concern please supply your name, contact information, and details about your situation. You may do any of the following to express your concern:

- a. If you have a concern about information, a program, or a service provided by OCO, please send an email to info@ontariocaregiver.ca, call 1-888-877-1626 or 416-362-2273, or mail a hard copy letter to:
The Ontario Caregiver Organization
180 Dundas Street, West
Toronto, ON M5G 1Z8
- b. If you have a concern and you know the OCO representative you would like to speak to about it, please email or call them directly; we encourage and empower our people to address feedback

from a constructive and resolution focused perspective. Be assured they will also notify their supervisor about the concern the same day. See Step 2 below.

- c. If you have a concern with a specific OCO representative and you would like to connect first with their supervisor, please send their supervisor an email directly, if known. If you are unsure who their supervisor is or how to reach them, please express your concern by sending an email to info@ontariocaregiver.ca, or by calling 1-888-877-1626 or 416-362-2273 and it will be forwarded to the correct person. See Step 3 below.

Step 2. An OCO representative will respond to you to confirm receipt of your concern within 2 business days of receiving it and begin to work with you to resolve it. All steps taken in this process will be documented.

Step 3. If you are not satisfied with the outcome in Step 2, you may choose to escalate your concern to the supervisor of the OCO representative involved in Step 2. If you do not know the supervisor, or how to contact them, please submit your request to connect them by sending an email to info@ontariocaregiver.ca, or by calling 1-888-877-1626 or 416-362-2273. Your request will be sent to the correct person. The supervisor will contact you within 2 business days of receiving the request and will work with you to resolve the concern. All steps taken in this process will be documented.

Step 4. If you are not satisfied with the outcome in Step 3, you may choose to escalate your concern to the entire OCO Leadership Team, which includes the Chief Executive Officer (CEO). To do this, you would contact the OCO supervisor in Step 3 and request they bring forward your concern accordingly. The Leadership Team will review the issue and all documentation as soon as possible and then identify next steps. The most appropriate member of the Leadership Team will contact you to communicate the next steps and work with you to resolve the concern. All steps taken in this process will be documented.

If a resolution cannot be reached in Step 4, you may choose to escalate your concern to the Board of Directors for their consideration. You would do this by sending a written request to the CEO either by email or post. A representative of the Board of Directors will confirm receipt of same within 5 business days.