

## ADMINISTRATIVE POLICY

- 1 OPTIONS staff may receive complaints from people or businesses situated near OPTIONS service sites or during community outings. The following procedure outlines the steps to be followed whenever a complaint is received:

OPTIONS will have administrative staff available to receive complaints from a member of the community Monday through Friday from 8 am to 4 pm with the exception of holidays.

  - 1.1 The staff person receiving the complaint will treat the complainant in a courteous manner and will not attempt to defend OPTIONS or the persons it serves, but will inform the complainant that their complaint will be passed along to OPTIONS' management, who will contact the complainant to resolve the issue. **The confidentiality of persons served by OPTIONS will be maintained at all times.**
  - 1.2 The staff person receiving the complaint will obtain the following information from the complainant:
    - 1.2.1 The name, address and phone number of the complainant
    - 1.2.2 A brief description of the nature of the complaint
  - 1.3 The staff person will submit the complaint information to the program supervisor/manager who will review the complaint and discuss it with the staff involved, add any relevant comments, and forward it to the Chief Executive Officer (CEO), designated administrator, or Program Director (PD).
- 2 If a complaint is of an urgent nature and received after working hours or on weekends, the staff person taking the complaint will contact OPTIONS on-call supervisor.
  - 2.1 The on-call supervisor will contact the complainant to obtain the relevant facts of the complaint.
    - 2.1.1 If the complaint is reasonable and if immediate action can be taken to resolve the situation, the on-call supervisor will direct CSS at the site to take such action.
    - 2.1.2 If the nature of the complaint is unclear and/or cannot be resolved immediately, the on-call supervisor will assure the complainant that their complaint will be passed along to OPTIONS' management for action.
- 3 The CEO, Program Director, or designated administrator will contact the complainant directly at the earliest possible opportunity to discuss the complaint

and direct any action

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necessary to resolve the complaint. Action may include:

- 3.1 Direction of CSS staff, Supervisor, and/or Program Manager to counsel persons served on neighbor relations.
- 3.2 Direction of Supervisor or Program Manager to address complaint at program staff meetings.
- 3.3 Requisition of any needed changes to building or property.
- 3.4 Scheduling of follow-up meetings with complainant.
- 3.5 Referral of complaint to the Human Rights Committee review for further action if needed.

POLICY DATE: August 2001  
REVISED: May 2004  
REVISED: August 2007  
REVISED: January 2008  
REVISED: May 2012  
REVISED: February 2014  
REVIEWED: August 2015, September 2016, October 2017, October 2018  
REVIEWED: November 2019  
REVISED: November 2020  
REVISED: January 2022  
REVISED: February 2023  
REVIEWED: June 2024  
REVISED: May 2025