

Frequently Asked Questions

CLBC Complaints Resolution Policy and Procedures

This FAQ document supports questions on CLBC's complaints resolution policy and its procedures and practices. It is a working document that will be updated as needed and as new questions arise.

FREQUENTLY ASKED QUESTIONS

Can I make a complaint because I disagree with a decision?

- Yes. You can make a complaint if you think a decision was unfair, was based on wrong information, or if you have concerns about how CLBC followed its policies or procedures.
- The complaints process cannot change requirements that are established by legislation or regulation.

Do I have to try solving my concerns with my local CLBC team first – before submitting a complaint?

- No. You do not have to talk to your local team first.
- However, talking to your facilitator or manager may help solve the problem faster. If the problem is not resolved, you can make a complaint.

What is the difference between an Individual and Family Complaint and a Quality Concern Report?

- An Individual and Family Complaint follows CLBC's three-stage complaints process and includes concerns about service quality, CLBC staff, requests for service, contracted service providers, or the application of CLBC policies and procedures.
- A Quality Concern Report is used for concerns that fall outside the complaints process and are redirected to other processes or teams for follow-up.

How will I know whether my concern is being treated as an Individual and Family complaint or a Quality Concern Report?

The Quality Assurance Office reviews all concerns and decides which process is most appropriate. If your concern is handled as a Quality Concern Report, CLBC will let you know.

Who can submit a complaint on behalf of someone else?

- A family member, advocate, support person, or someone else can make a complaint for an individual.
- CLBC may need the individual's permission before sharing personal information or moving forward with the complaint.

What is consent and why does CLBC need it to process my complaint?

- Consent means giving permission.
- Before CLBC can discuss someone's, personal information or move forward with a complaint made for them, CLBC may need the individual's consent.

- If you need help giving consent, please tell CLBC staff. They can help you find a way that works for you.

What happens if the person the complaint is about does not consent to having a family member or advocate complain on their behalf?

- If the individual does not give permission, CLBC may not be able to share personal information or discuss the concern with that person.
- The concern may still be looked into as a Quality Concern Report. However, the person who made the report may receive limited information about what happened.
- CLBC must protect the individual's privacy.

What if my complaint relates to something that happened during a file transfer between CLBC regions?

- If a complaint is raised during a transfer between CLBC regions, it will be reviewed by CLBC staff in collaboration across the involved regions.
- CLBC's Quality Assurance team will provide support in determining the most appropriate way to handle the complaint.
- The person who raised the complaint will be kept informed of how it is being reviewed and who is involved in the process.

Can a complaint be paused or extended?

Yes. A complaint may be paused or take longer if:

- You ask for a pause or agree to one.
- Another review is happening that affects your complaint.
- More planning is needed.
- A person who may be needed to help complete the complaint review is not available.
- Other circumstances that may make it difficult to finish the review on time.

Can my complaint be paused without my agreement?

- In most cases, CLBC staff involved in the complaint resolution will consult with you before pausing a complaint.
- If a pause is initiated by CLBC staff, they will let you know the reason and what to expect next.

Is there specific support available for Indigenous individuals and families making a complaint?

- Yes. CLBC's Indigenous Practice Advisors can provide culturally informed support to Indigenous individuals and families, including help navigating service concerns or complaints.
- They can offer guidance through CLBC's processes, advocate for culturally safe and trauma informed approaches, and help ensure communication is respectful and aligned with reconciliation principles.

How does CLBC make sure complaints are handled in a culturally safe way?

CLBC is committed to reviewing complaints in a culturally safe manner that recognizes and addresses barriers, power imbalances, and the unique experiences of Indigenous Peoples and other communities.

What can I expect after I submit a complaint?

The Quality Assurance Office reviews your complaint and acknowledges receipt. Once accepted as an Individual and Family complaint, it is assigned for review and resolution. CLBC will provide written communication:

- When a complaint is received.
- When decisions are made.
- At the end of each stage of the process.
- When the complaints process is complete.

What if I don't agree with the decision?

You can ask to move your complaint to the next stage of CLBC's complaints process.

Can I submit the same complaint again after the process is finished?

No. Once a complaint has completed all three stages of the process, it cannot be restarted for the same concern(s).

What happens after CLBC's internal process ends?

If you are still unhappy after all three stages are finished, CLBC will give you information about other organizations that may be able to help, such as the BC Ombudsperson.

Will anything happen to me if I make a complaint?

- No. You should not be treated badly because you made a complaint.
- If you are worried that you are being treated badly because you made a complaint, contact Quality Assurance at 1-855-664-7972.

What if my concern is about safety or abuse?

Concerns about immediate safety, abuse, or someone being at risk of harm may be handled through a different process. CLBC may need to take action right away to help keep someone safe.

What does 'administrative fairness' mean?

Administrative fairness means that CLBC:

- Follows a fair and consistent process.
- Looks at the information provided.
- Keeps a record of decisions.
- Explains why a decision was made.

Who can help me if I do not want CLBC to review my complaint?

You always have the option to connect with external provincial agencies to help resolve your concern:

- [The Advocate for Service Quality](#)
- [BC Ombudsperson's Office](#)
- [Information and Privacy Commissioner](#)
- [Representative for Children and Youth](#)

SERVICE PROVIDER CONCERNS

What types of complaints about service providers can be handled through CLBC's complaints process?

Complaints related to the quality of services, rights concerns, or the delivery of CLBC-funded services may be reviewed through the complaints process.

What types of concerns about service providers are not handled through the Individual and Family Complaint process?

Some concerns about service providers are not handled through the Individual and Family Complaint process. These may include:

- Contractual disputes between agencies and home sharing providers.
- Human resources (HR) concerns about agency staff, such as staff performance or employment matters.
- Issues that do not directly affect the individual receiving services.

These concerns may still be reviewed by CLBC and handled as a Quality Concern Report.

Will service providers be informed when a complaint involves their organization?

CLBC may contact the service provider to gather information, review records, clarify events, or discuss actions taken to address the concern.

Do service providers investigate complaints themselves?

- Service providers are expected to respond to concerns through their own internal complaint processes and cooperate with CLBC reviews when required.
- CLBC must be notified and is responsible for separately investigating any Adult Guardianship concerns. Service providers are not Designated Agencies and must not conduct investigations into allegations of abuse, neglect, or self-neglect under the Adult Guardianship Act.
- Where an allegation of staff misconduct arises, including abuse or neglect of an individual, CLBC is responsible for the Adult Guardianship investigation.

Can complaints about a service provider affect their contract with CLBC?

- Complaint information may contribute to quality assurance activities and service improvement efforts.
- Contract decisions are managed through a separate contract management process.

What if the issue involves rights or safety concerns?

Rights concerns, abuse allegations, and immediate safety concerns require prompt attention and may be escalated through safeguarding, reporting, or other processes outside the complaints process.