

**FIFE HOUSE**  
**POLICIES, STANDARDS AND GUIDELINES – ALL PROGRAMS**

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**ORGANIZATION – General Management Practices and Principals**

Section: 2.06

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Subject: External Complaints

Date: Jan/14

Rev:

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**1.0 Policy Statement**

Fife House receives funding from the Toronto Central Local Health Integration Network (TCLHIN), the Ministry of Health and Long-Term Care (MOH-LTC), and must comply with certain requirements under the Long-Term Care Act, 1994 and subsequent legislation Excellent Care for All Act, 2010. Under those Acts, Fife House must adopt and provide clients with a copy of a Client Bill of Rights, inform clients about the services that Fife House provides, and adopt a complaints policy and make clients aware of that policy. Fife House must also log client complaints, and report information about client complaints to the TCLHIN and MOH-LTC.

Fife House also receives funding from the AIDS Bureau – MOH-LTC. Under the Ministry Expectations – AIDS Service Organizations, each funded agency must have a complaints policy.

Fife House also receives funding from the City of Toronto, Community and Neighbourhood Services, Shelter, Housing & Support division. The City of Toronto publishes Shelter Standards, which apply to some Fife House programs. Under the City of Toronto - Shelter Standards, Fife House is required to have a client complaints and appeals policy, inform clients of the complaints and appeals process, and record complaints and outcomes in writing.

The purpose of this policy is to establish a general complaint handling process in respect to services provided by Fife House to any external parties. It also provides general procedures for complainants and complaint recipients.

The aim of the policy is to:

- support the provision of the highest possible quality service to our consumers;
- increase the level of consumer satisfaction with the delivery of Fife House's services;
- enhance our relationship with our consumers and other parties, including the general public;
- ensure complaints processes outcomes contribute to the continuous improvement of the organization

The Full Policy can be found in Section 13 - 13.07-13.13 Client Bill of Rights & Complaint Procedures