**Ministry of Children, Community and Social Services**

**Optional - Monthly Complaints Reporting Template**

**Purpose:**

This optional template was created by the Ministry of Children, Community and Social Services (ministry) and is intended to support licensees and all service providers in complying with their obligations under the *Child, Youth and Family Services Act, 2017* (CYFSA), [Section 23.2 of O. Reg. 155/18](https://www.ontario.ca/laws/regulation/180155#BK32), respecting complaints reporting.

These requirements apply to all service providers under the CYFSA, including children’s residence licensees *(including places of secure or open custody or detention licensed to provide out of home care),*foster care licensees and staff model home licensees.

In the Serious Occurrence Reporting (SOR) – Residential Licensing (RL) platform, a separate module will be available July 1, 2023, for the monthly reporting and analysis of complaints. The information will be drawn from the Serious Occurrence Reporting of complaints. This module will effectively create an efficient method to complete monthly reporting on or before the 5th day of the previous month with submission directly to the ministry through SOR-RL. Any complaints received that do not warrant the submission of a serious occurrence will need to be analyzed separately. If the licensee is not currently using SOR-RL for licensing, then a manual reporting method will continue to be used.

For more details about the SOR-RL specific changes to complaints reporting and analysis please refer to the QSF Implementation Resources page on the [SOR-RL training portal](https://www.sorrl.mcss.gov.on.ca/SORRLTraining/en/index.htm).

**Note:** Although the term ***residential*** is a legal term under the CYFSA and its regulations, the ministry is using the term “out-of-home care” instead of “residential” care to acknowledge the traumatic history of the Residential School system in Canada.

**Terms of Use/Disclaimer**:

Licensees who are not currently using SOR-RL for licensing may choose to use their own template or forms to demonstrate compliance with the complaints requirements.

**All licensees are required to ensure that any documentation provided pertaining to the complaints requirements complies with all applicable requirements of the Act, its regulations and ministry directives. The template is a resource only and does not have the force and effect of the law. It does not replace the obligations set out in O. Reg. 155/18 pertaining to complaints and reference should always be made to the official version of the regulation.**

Licensees requiring assistance with the interpretation of regulatory requirements, including those requirements specific to complaints, should seek legal advice.

**Monthly Complaint Summary and Analysis Reporting Template**

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| **Licensee Information** |

**Date of Report:**

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**Reporting Period (Month/Year):**

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| For example: July 1, 2023, to July 31, 2023. |

**Name of Licensee:**

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**Address of Site:** (foster care agencies should use the agency office address)

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**Licence Number (where applicable):** *Complete a separate report for each licensed site*

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| **Complaints Overview** |

**Were any complaints reported during the reporting period? Yes:  No:**

If **no**, indicate “N/A” in the report below, and sign and date the report.

If **yes**, provide a summary of the complaints received for the month in the chart below, and complete the remainder of the report template:

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| --- | --- | --- | --- |
| **Date Received** | **Complaint Summary** | **Complainant Initials** | **Resolved by Staff (Staff Initials)** |
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**Note:** Continue to add entries as required.

**Total number of complaints for the month:**

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| **Complaints Analysis** |

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| **Complaint #1** | |
| Date of analysis | Click or tap to enter a date. |
| Date complaint received |  |
| Complainant |  |
| Subject of the complaint |  |
| Details of the complaint |  |
| Serious Occurrence Report ID Number and date submitted (if applicable) |  |
| Steps taken to resolve the complaint and result |  |
| Was the licensee’s complaint policy and procedure followed for this complaint? | **Yes,** resolved by:  **No,** please provide details: |
| Does the current written complaint procedure require any changes to improve effectiveness? | **Yes, required changes:**   * *[Provide detailed changes required to the policy]* * *X* * *X*   **No,** please provide details: |
| Are any changes required related to the way the agency respects the rights of children and young persons in their care?  If yes, detail of changes | **Yes, required changes:**   * *[Provide detailed changes]* * *X* * *X*   **No,** please provide details: |

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| --- | --- |
| **Complaint #2** | |
| Date of analysis | Click or tap to enter a date. |
| Date complaint received |  |
| Complainant |  |
| Subject of the complaint |  |
| Details of the complaint |  |
| Serious Occurrence Report ID Number and date submitted (if applicable) |  |
| Steps taken to resolve the complaint and result |  |
| Was the licensee’s complaint policy and procedure followed for this complaint? | **Yes,** resolved by:  **No,** please provide details: |
| Does the agency’s current written complaint procedure require any changes to improve effectiveness? | **Yes, required changes:**   * *[Provide detailed changes required to the policy]* * *X* * *X*   **No,** please provide details: |
| Are any changes required related to the way the agency respects the rights of children and young persons in their care?  If yes, detail of changes | **Yes, required changes:**   * *[Provide detailed changes]* * *X* * *X*   **No,** please provide details: |

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| **Complaint #3** | |
| Date of analysis | Click or tap to enter a date. |
| Date complaint received |  |
| Complainant |  |
| Subject of the complaint |  |
| Details of the complaint |  |
| Serious Occurrence Report ID Number and date submitted (if applicable) |  |
| Steps taken to resolve the complaint and result |  |
| Was the licensee’s complaint policy and procedure followed for this complaint? | **Yes,** resolved by:  **No,** please provide details: |
| Does the agency’s current written complaint procedure require any changes to improve effectiveness? | **Yes, required changes:**   * *[Provide detailed changes required to the policy]* * *X* * *X*   **No,** please provide details: |
| Are any changes required related to the way the agency respects the rights of children and young persons in their care?  If yes, detail of changes | **Yes, required changes:**   * *[Provide detailed changes]* * *X* * *X*   **No,** please provide details: |

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| **Complaint #4** | |
| Date of analysis | Click or tap to enter a date. |
| Date complaint received |  |
| Complainant |  |
| Subject of the complaint |  |
| Details of the complaint |  |
| Serious Occurrence Report ID Number and date submitted (if applicable) |  |
| Steps taken to resolve the complaint and result |  |
| Was the licensee’s complaint policy and procedure followed for this complaint? | **Yes,** resolved by:  **No,** please provide details: |
| Does the agency’s current written complaint procedure require any changes to improve effectiveness? | **Yes, required changes:**   * *[Provide detailed changes required to the policy]* * *X*   **No,** please provide details: |
| Are any changes required related to the way the agency respects the rights of children and young persons in their care?  If yes, detail of changes | **Yes, required changes:**   * *[Provide detailed changes]* * *X*   **No,** please provide details: |

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| **Complaint #5** | |
| Date of analysis | Click or tap to enter a date. |
| Date complaint received |  |
| Complainant |  |
| Subject of the complaint |  |
| Details of the complaint |  |
| Serious Occurrence Report ID Number and date submitted (if applicable) |  |
| Steps taken to resolve the complaint and result |  |
| Was the licensee’s complaint policy and procedure followed for this complaint? | **Yes,** resolved by:  **No,** please provide details: |
| Does the agency’s current written complaint procedure require any changes to improve effectiveness? | **Yes, required changes:**   * *[Provide detailed changes required to the policy]* * *X*   **No,** please provide details: |
| Are any changes required related to the way the agency respects the rights of children and young persons in their care?  If yes, detail of changes | **Yes, required changes:**   * *[Provide detailed changes]* * *X*   **No,** please provide details: |

**Note:** Continue to add entries as required.

**Monthly Complaints Analysis Sign Off Sheet**

**Month:** *[Insert month of complaints reporting]*

**Year:** *[Insert year of complaints reporting]*

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| **Signature** |

**Name:** *[Insert name of the person who completed this form]*

**Position:** *[Insert position of the person who completed this form]*

**Signature:**

**Date:** Click or tap to enter a date.

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| **Reporting Requirements** |

As per [O. Reg. 155/18, s. 23.2](https://www.ontario.ca/laws/regulation/180155#BK32)(2), a service provider shall:

1. prepare, for the previous month, a written analysis of every complaint received pursuant to the complaints procedure and the results of the review to determine whether any changes are required to the manner in which a service provider respects the rights of children and young persons when providing a service; and
2. provide the written analysis to,
3. in the case of a child who is not a young person, a Director, or
4. in the case of a young person, a provincial director.

Complete the following chart with information on the submission to the Ministry of Children, Community and Social Services representative.

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| --- | --- | --- |
| **Date of Submission** | **Name of representative the report was submitted to:**  *(Please identify method of submission and attach/file a copy of the correspondence confirming submission was completed on or before the 5th day of each month for the previous month.)* | **Method of Submission** |
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**Note**: it is recommended to attach a copy of the submission to this report, confirming submission is complete on or before the 5th day of each month for the previous month.

**Evaluation Respecting Complaints Procedure**

(to be completed at least once every 12 months)

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| **Licensee Information** |

**Reporting Period (Month/Year):**

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| For example, January 1, 2021 – January 31, 2021 |

**Name of Service Provider:**

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**Program/Service Site Address:** (foster care agencies should use the agency office address)

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**Licence Number:** *Complete a separate report for each licensed site*

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| **Evaluation of Complaints Procedure** |

[O. Reg. 155/18, s. 22](https://www.ontario.ca/laws/regulation/180155#BK29) sets out requirements for a service provider who provides out of home care to children or young persons or who place children or young persons in out of home care placements pertaining to what must be included in their complaints procedure.

**Analysis of the effectiveness of the written complaints procedure:**

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**Describe any applicable changes or improvements required to the complaints procedure to improve its effectiveness:**

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| **Signature** |

**Name:** *[Insert name of the person who completed this form]*

**Position:** *[Insert position of the person who completed this form]*

**Signature:**

**Date:** Click or tap to enter a date.