



## Complaint Review Process

### Policy:

*inConfidence*® is committed to ensuring quality services and user satisfaction. As part of our overall Quality Assurance Process, we have a defined Complaint Review (CR) process to address and resolve issues from individual participants and customers in a timely and consistent fashion.

### Definition:

A complaint is defined as an expression of dissatisfaction or concern with any aspect of the *inConfidence* service.

### Accountability:

The Complaint Review Team is headed by the Medavie Blue Cross program manager working in conjunction with our service provider, Ceridian Lifeworks.

## Working Together to Ensure Client Satisfaction and Service Excellence

Individual participants with a complaint are always encouraged and supported to call the *inConfidence* main toll free EFAP line to express their concern or complaint.

All intake staff are trained to manage customer complaints and may be the individual best able to expediently resolve the participant's issue.

If a participant feels they need to escalate the issue beyond the person who accepted their call either to get resolution or to feel confident that the issue will be reviewed at a management level, they are encouraged to speak to a Manager. If not immediately available, all Managers respond to complaints within 24 hours.

The goal during this initial contact is to resolve the participant's issue and answer any questions at the time of the call if possible. Additionally, the goal is to identify any process issues related to the complaint and escalate as required.

If the complaint comes to our attention through you, the client, and you do not feel that directing the participant to call in is an appropriate step, we will:

1. Gather information about the nature of the complaint, without directly identifying the participant – it may be that with some information or education the issue can be addressed at this point.
2. If the participant wishes to proceed with a **formal complaint**, we will require them to sign a *Release of Information (ROI)* in order to provide any feedback to you or designated member of your organization.

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- a. **Once we receive a signed ROI** faxed to 1.800.618.9666 attn LifeWorks Quality Assurance Department (identify your Medavie Blue Cross program manager). We will initiate a review within 24 hours/1 business day.

Our first area of focus is to resolve the issue for the participant. Secondly, we review our processes and procedures to ensure ongoing improvements.

A report will be provided to the program manager within 5 business days of receiving the ROI. The program manager will review this report with you (or person designated in the release of information) which will outline the issue, the steps to resolve the issue and the outcome.

- b. **If we've NOT received a signed ROI**, inConfidence cannot respond with any information related to the complaint, including whether or not that participant used the service. However, Ceridian Lifeworks will begin an internal review which includes:
- Reviewing each step of the participant access and referral process, to identify if any improvements can be made based on the general feedback regarding the complaint
  - Possibly reaching out to a service provider to review our process – if appropriate to the complaint

## Common issues and questions

Some of the common issues or questions we receive are listed below along with the common cause of the issue:

- **The participant has requested research and not received it** – it's likely that the request has been sent but ended up in the participant's spam or junk mail folder.

In order to protect confidentiality our information is sent in an encrypted file often blocked by security systems – best to double check spam mail – the sending address will be XXXX@ceridian.ca. The results of a research request generally take 3-5 business days.

- **The participant indicates they haven't heard from inConfidence when trying to set up an appointment** - it may be that we've been unable to reach the participant directly and have not been given permission to leave a message. In order to protect participant confidentiality, we will not leave a message unless given permission to do so.

In this case, the participant should be encouraged to call back in and to advise if we're able to leave a message. In the meantime, we typically make 2 attempts at different times or on different days to connect with the client (based on client's reported availability).

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- **The participant submitted a request through inConfidence online and hasn't heard back** - sometimes, we are unable to respond because we have not been given sufficient contact information or, have been given inaccurate contact information. If a phone number has not been provided, or inaccurately provided, we will reply by email. In this case, it may be that the message is sitting in SPAM due to security filters.
- **The participant has questions about the number of sessions s/he is entitled to**  
Our counselling model is based on a short-term, solution focused therapy model. The number of sessions provided is based on the nature of the participant's clinical issues and not a predetermined number of sessions. Some participants confuse our flexible model with the ability to receive an unlimited number of sessions. The most appropriate intervention is determined following the participant's first session with the counsellor when they complete an assessment based on the participant's situation.

Each situation is different and the number of sessions a participant receives depends on the particulars of the presenting situation. If it is determined that the participant's issue is not appropriate to being treated within a short-term model, they will then be referred to the appropriate resources in the community. If applicable and clinically appropriate, inConfidence will provide bridging of counselling support until the client is in the referral program. inConfidence maintains an extensive in-house database of community resources. We also research and confirm every referral requirement.