



Complaints & Privacy

Presentation to the Board
May 20, 2021

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THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

Overview

- Complaints: Policy & Procedure
- Privacy
- Best Practices for Privacy + Complaints





Corporate Complaints Policy

TBDSSAB #BRD-01:119

Authority: Governance and Procedural By-law-01-2017

Intent of Policy

- To establish a framework for receiving and handling complaints in a clear, consistent and effective manner
- To ensure TBDSSAB Board and staff members are aware of what to do if a complaint is received
- To ensure all complaints are handled fairly and in a timely manner.
- To ensure complaints are, wherever possible, resolved and that relationships are maintained



What is a complaint?

A complaint is an **expression of dissatisfaction** related to a TBDSSAB program, service, or staff member, where a person believes that TBDSSAB or its staff has not provided a service experience to the individual's satisfaction at the point of service delivery and **a response or resolution is expected.**



Complaints Process

In order for a complaint to enter the formal process, it must meet one of the following criteria:

- The complaint could not be resolved at the frontline staff level
- The complaint was initially addressed or directed to a Management level or above

The Communications & Engagement Officer is responsible for receiving and directing formal complaints to the appropriate Division, monitoring the status of complaints, and ensuring a response in accordance with the service standards.





Complaints Procedure

“Complaints received by TBDSSAB Board of Directors”

BRD-01:119-01

Authority: Governance and Procedural By-law-01-2017

Complaints Procedure



Board members are responsible for forwarding complaints in accordance with the established process and will not comment on the complaint or advocate on behalf of a complainant.

The Communications & Engagement Officer directs the complaint to the appropriate Division for assessment, investigation and resolution.

Board members will not be copied on the response to the complainant.





Privacy

Laws to Protect Privacy



Federal Laws:

- The Privacy Act
- The Personal Information Protection and Electronic Documents Act (PIPEDA)

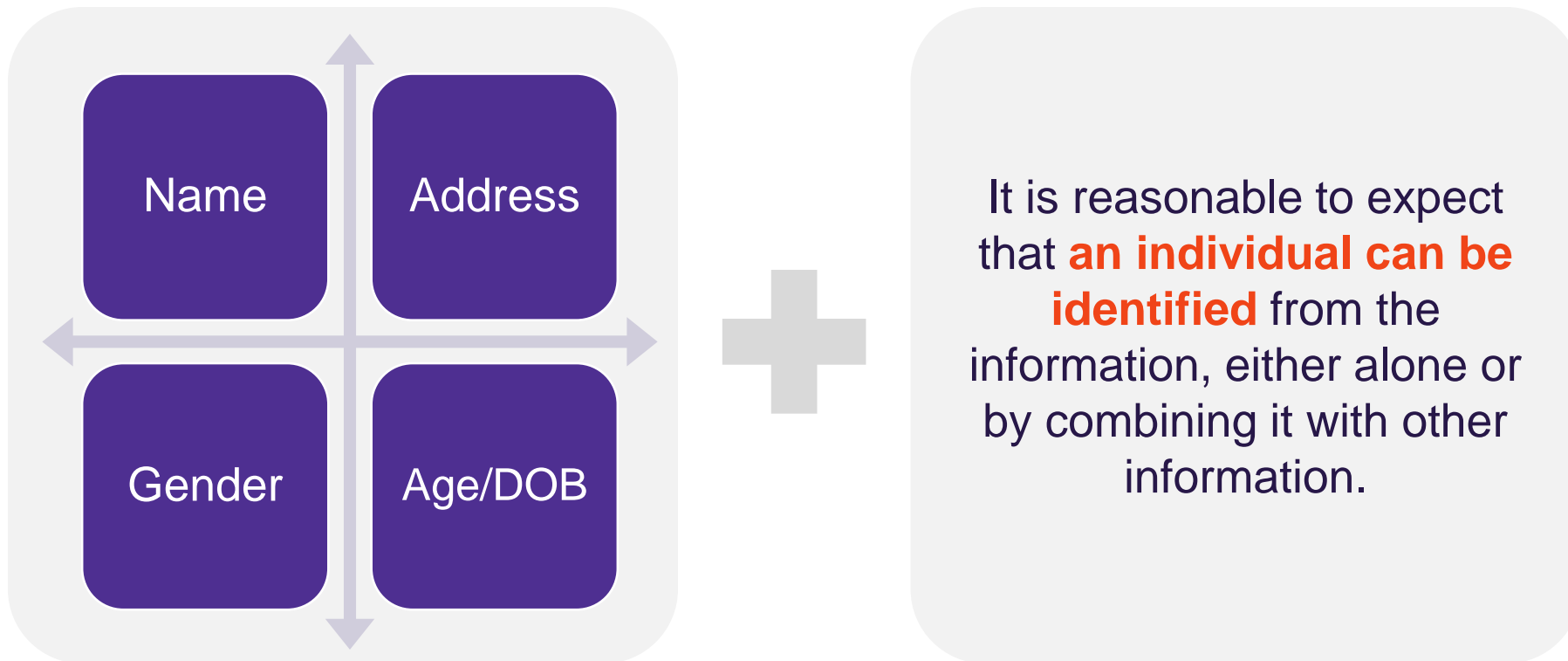
Provincial Laws:

- Personal Health Information Protection Act
- Freedom of Information and Protection of Privacy Act
- Municipal Freedom of Information and Protection of Privacy Act



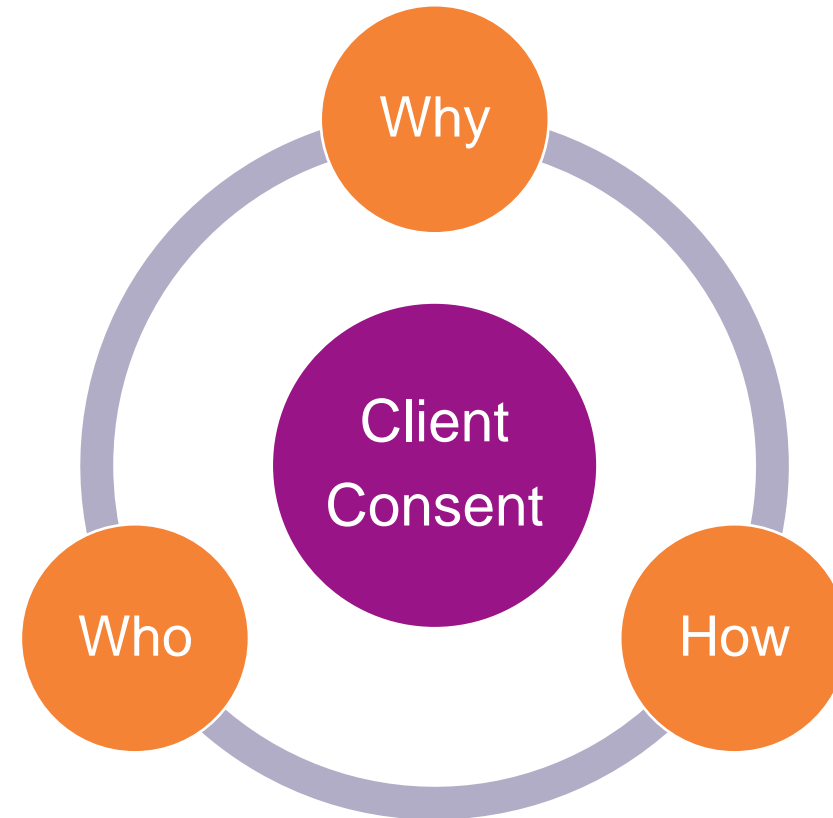
What is Personal Information?

Any recorded information about an individual, such as:



How Can Personal Information Be Used?

- The individual **MUST** give consent to use their personal information
- The reason why it is being collected
- How the information will be used
- Who to contact for more information



The Risks of Non-Compliance of Protecting Privacy

- Major risk of any breach currently is potential legal issues
- Brand reputation risk
- The Federal Gov. has tabled Bill-C11 to enhance the protection of privacy, including:
 - Enforcing auditing and order making powers
 - Impose penalties up to \$10 million or 3% of global revenues
 - Personal right of action of recourse to the courts

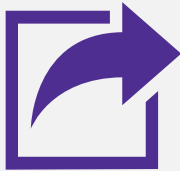


Best Practices for Privacy + Complaints



Get consent.

- Always get consent in writing and be specific about what you're going to do with it.



Pass it on quickly.

- Only forward the information to the CAO or the Communications & Engagement Officer. Do not CC others.



Encourage direct complaints.

- Where appropriate, encourage individuals to submit their complaint directly to: Contact.Us@tbdssab.ca





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