

Open Door Group Issue Resolution Policy And Procedure

Statement of Intent

We are committed to a fair, transparent, and timely process to guide the issue resolution process for our clients and community partners. If you have a complaint or would like to dispute a decision in relation to the services you have received, we want to hear from you. This issue resolution policy and procedure aims to provide a structured approach to resolving disputes through a fair and equitable process that will lead to solutions that are acceptable to all parties. This policy and procedure is applicable only to the Open Door Group locations listed in Table 1.

We are committed to the following guiding principles:

- Providing a prompt and confidential response – within two (2) business days
- Treating everyone respectfully and professionally
- Working together to resolve issues
- Maintaining ongoing communication - specifically, weekly updates if the resolution process takes more than five (5) business days.

Issue resolution steps

The three (3) key stages of the issue resolution process:

1. Informal Review – resolving it directly with the parties involved and local management.
2. Formal Review – escalating the issue to a formal review process leading to a final decision.
3. Independent Third-Party Review – eligible in specific situations

Stage 1: Informal Review

Stage 1 - STEP 1 – Informal Review with Person Directly Involved

If you have a complaint and/or are not happy with the services you have received, and you feel comfortable doing so:

- Discuss the issue with the person directly involved.
- Try to work together to resolve the issue.

Note:

Any complaints or decision reviews coming from Member of Parliament, Member of the Legislative Assembly, member of an elected city council, Government of Canada, other Provincial Ministries or the media will be forwarded to the funder(s) responsible for the program you are participating in.

Table 1: Open Door Group Location Contact List

Open Door Group Location	Address	Phone Number	Site Manager	Email
Calgary	Suite 150 - 707 10th Ave SW. Calgary, AB T2R 0B3	403-224-0385	Bree Reid	Bree.Reid@opendoorgroup.org
Edmonton	500 - 10150 100 St NW Edmonton, AB T5J 0P6	825-468-1581	Riya Talwar	Riya.Talwar@opendoorgroup.org
Kamloops North	795 Tranquille Road, Kamloops, BC V2B 3J3	250-377-3670	Nisha Sajnani	Nisha.Sajnani@opendoorgroup.org
Kamloops South	210-450 Lansdowne St, Kamloops, BC V2C 1Y3	250-377-3670	Joanne Tazelaar	Joanne.Tazelaar@opendoorgroup.org
Kamloops Southhill	915 Southhill Street Kamloops, BC V2B 7Z9	236-597-4045	Robert Wright	Robert.Wright@opendoorgroup.org
Red Deer	4728 50th Street Red Deer, AB T4N 1X2	403-986-1561	Jenn Tanaka	Jenn.Tanaka@opendoorgroup.org
Squamish	302-37989 Cleveland Ave, Squamish, BC V8B 0A8	604-639-1743	Talya Shore	Talya.Shore@opendoorgroup.org
Sechelt	101-5530 Wharf Avenue, Sechelt, BC V0N 3A0	604-885-3351	Joan Schiebelbein	Joan.Schiebelbein@opendoorgroup.org
Vancouver VCC	200-250 West Pender St, Vancouver, BC V6B 1S9	604-334-6372	Maryam Habibollahi	Maryam.Habibollahi@opendoorgroup.org
Vancouver East Hastings	134 E Hastings Street, Vancouver, BC V6A 1N4	604-334-6372	Maryam Habibollahi	Maryam.Habibollahi@opendoorgroup.org
Vancouver Burrard	900-1200 Burrard Street, Vancouver, BC V6Z 2C7	604-334-6372	Maryam Habibollahi	Maryam.Habibollahi@opendoorgroup.org
Vancouver West Broadway	300-1338 West Broadway Vancouver BC, V6H 1H2	236-427-5391	Radka Prihodova	Radka.Prihodova@opendoorgroup.org
Quality Assurance	900-1200 Burrard Street, Vancouver, BC V6Z 2C7	236-427-8629	Samir Zagmut	Samir.Zagmut@opendoorgroup.org

Stage 1 - STEP 2 - Informal Review with a Manager

After trying to resolve the issue directly with the Open Door Group team member involved, if a resolution has not been reached, the next step is to connect with a Manager. The Manager will listen, ask questions, and consider the situation. They will work with you, following the guiding principles, to explore options leading to a successful resolution. Table 1 on page 2 lists all Managers for each of our Open Door Group locations. Please contact the Manager listed for the location where you receive/received services. If you are not sure, please contact our Quality Assurance team listed at the bottom of the Table.

Stage 2 – Formal Review

If a satisfactory resolution is not reached in Stage 1 (Informal Review), you have the option to submit an Issue Resolution Formal Review Request Form.

Stage 2 - STEP 1 – Complete and Submit an Issue Resolution Formal Review Request Form

You can do this independently or with the assistance of a manager or an outside party you feel comfortable with. The Issue Resolution Formal Review Request Form is available by:

- Clicking the following link to access an electronic form: [Issue Resolution Formal Review Request Form](#)
- Requesting a paper form in-person or via mail from any of the Open Door Group locations listed in Table 1
- Requesting a form to be sent via email from your local Open Door Group contact or Info@opendoorgroup.org

To submit a completed Issue Resolution Formal Review Request Form:

- Submit it directly through the electronic form: [Issue Resolution Formal Review Request Form](#)
- Drop it off marked to the Attention of: Senior Manager at any of locations
- Email or mail it to the applicable address listed in Table 1 (Stage 1 – Step 2)

Stage 2 - STEP 2: Formal Review with the Senior Manager

The Senior Manager will review the submitted Issue Resolution Formal Review Request Form. Next, the Senior Manager will speak with the involved team member(s) and Manager to gain an understanding of the situation. After collecting this information, the Senior Manager will connect with you directly to schedule a meeting to discuss the issue. You are welcome to bring an outside party you feel comfortable with.

In consideration of the information gathered, the Senior Manager will:

- Address your concern in a fair and transparent manner.
- Maintain records and document the process.
- Track and review all concerns brought forward as part of our ongoing quality improvement process to ensure quality client centered services are provided.
- Ensure a high level of confidentiality, only sharing what is necessary to conduct the review.
- Provide you with weekly updates if the resolution process takes longer than five (5) business days, until the issue is resolved.

The Senior Manager will review any resolutions including related decisions regarding the resolution with you in the meeting, or subsequent meeting. They will also provide a written letter detailing the issue, resolution, and related decision(s).

Stage 2 - STEP 3: Formal Review by the Executive Committee

If you are not satisfied with the outcome of Stage 2 – STEP 2 (Formal Review with the Senior Manager), you can request the issue be escalated to Stage 2 – STEP 3. A member of the Quality Assurance Department will bring the issue and all related documentation forward to the Executive Committee for final internal consideration. The Quality Assurance Department will review any resolutions including related decisions regarding the resolution with you in the meeting, or subsequent meeting. They will also provide a written letter detailing the issue, resolution, and related decision(s). At the end of a formal review, the issue will be considered resolved unless it qualifies for an Independent Third-Party Review detailed in Stage 3 – Third Party Review.

Stage 3 – Independent Third-Party Review

You will have the opportunity to have your decision reviewed if it is related to a refusal of service based on discretionary decision making, (rather than Ministry Policy, legislation, client eligibility or budget availability), and after stages 1 and 2 are complete. The decision will be reviewed by a neutral third-party who will be selected on a case-by-case basis to ensure the reviewer has sufficient knowledge and expertise in the subject area to provide a fair, objective, and informed opinion. If you have any questions related to this Issue Resolution Policy and Procedures or need further assistance navigating the process, please reach out to our Quality Assurance Team at any time.