



## **Office of Human Rights**

### **Human Rights Grievance Procedure**

#### **COMPLAINTS OF MISTREATMENT OR ABUSE**

If your complaint is about abuse or mistreatment, you have the right to file a complaint through the Disabled Persons Protection Commission (DPPC) by calling 1-800-426-9009. The staff and your Human Rights Officer are required to help you if you wish.

#### **WHEN SHOULD YOU CALL DPPC?**

- **If you have a reasonable cause to believe that:**
  - there has been a physical injury which was caused by abuse or neglect from staff
  - there has been emotional or psychological trauma as a result of abuse or neglect from staff
  - an individual supported was exposed to risk as a result of abuse or neglect from staff

#### **COMPLAINTS ABOUT HUMAN RIGHTS**

If your complaint is about your rights, you have the right to have it brought to your Human Rights Committee; you also have the right to speak with the Human Rights Committee directly if you wish; your Human Rights Officer can help you with this if you wish, and is required to contact the Human Rights Coordinator or Human Rights Committee Chairperson for you to speak with the Committee.

#### **WHEN SHOULD YOU MAKE A COMPLAINT TO THE HUMAN RIGHTS COMMITTEE**

- If there are "house rules" that prevent you from fully exercising your human rights
- If staff are not supporting you to exercise your human rights
- If you are not being treated with respect
- If you are not happy with your services

#### **HOW DO YOU KNOW IF YOU SHOULD CALL DPPC OR IF YOU SHOULD FILE A COMPLAINT WITH THE HUMAN RIGHTS COMMITTEE?**

- Call DPPC if there was an injury or risk of an injury; if a crime has been committed; or if staff mistreatment/abuse has really upset you
- Contact the Human Rights Committee if you feel that you aren't getting all of your rights met--- but nobody is hurting you

### **SOME EXAMPLES**

- If a staff person has hit you or hurt you during a restraint—call DPPC
- If a staff person won't let you watch the TV programs that you like—file a complaint with the Committee
- If the staff tell you that you have to go to bed at a certain time and you don't want to- file a complaint with the Committee
- If a staff person is stealing your money- call DPPC

### **WHAT HAPPENS NEXT?**

- Your human rights officer/coordinator will talk with you about the problem and help you put it in writing
- They may then speak with your support people for more information
- They might be able to fix the problem by talking to the house or day program manager
- If they can't fix it, they should put your grievance on the agenda for the next Human Rights Committee meeting and you should be supported to attend that meeting
- At the meeting you explain to the Committee what your grievance is; the Committee members may ask you questions or questions to your staff
- The Committee should then consider all of the information they have about the problem and discuss it among themselves. Once they come up with a decision or a recommendation (and it might not be right away) they should put in writing what their response is. They can do a number of things including:
  - Give you advice about how to advocate for yourself further with your team
  - Write recommendations to the leadership of your agency about how to address the problem
  - Disapprove of a restriction
  - Recommend an attorney
  - Etc.
- You should receive a written response from the Human Rights Committee or the Human Rights Coordinator which explains the decision or action of the Committee.

### **NAMES AND PHONE NUMBERS YOU SHOULD KNOW**

Disabled Person Protection Commission hotline 1-800-426-9009

Human Rights Officer \_\_\_\_\_

Human Rights Coordinator \_\_\_\_\_ Telephone: \_\_\_\_\_