



TITLE:	Complaints (Patient Care and Other)		
Manual/Policy#:	Board of Directors # III-6	Division:	AGH/ FVM/ LCPS
Original Issue:	April 2014	Issued by:	Chair and Board Secretary
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Last Date Reviewed:	February 2019	Cross Reference(s):	

1. POLICY STATEMENT

It is important to patients, their families, and the community at large that all complaints are dealt with in a timely, impartial and confidential manner. Consistent with the Excellent Care for All Act (ECFAA), it is the policy of the Board to support and monitor the Corporation's patient relations process to ensure facilitation, mediation and resolution of complaints. The Board will not investigate, manage a follow up or receive anonymous information about complaints for the purpose of overseeing the quality of care, individual complaint letters or reports.

2. SCOPE

This policy applies to complaints related to patient/resident care or other matters that is received by a member of the Board or a Board committee.

3. GUIDING PRINCIPLES

N/A

4. DEFINITIONS

N/A

5. PROCEDURE

The identification, investigation and management of individual patient/resident, family, staff, physician and/or volunteer feedback or concerns is undertaken by staff of the organization through a process for which the CEO bears responsibility.

A written complaint related to patient/resident care or any other matter that is received by a member of the Board or a Board committee will be sent to the Office of the President and CEO (CEO). The complaint will be managed from this point forward by the CEO's office (or designate).

Should a concern be addressed to a Director of the Board or a committee member verbally, the member should accept the feedback with thanks and, to avert the potential for unintended errors in message transmission by the member, encourage the complainant to forward it directly to the CEO whose responsibility it is to ensure that it is addressed.

If the complaint is about the CEO or about the Chief of Staff (acting in his/her capacity as Chief of Staff), it will be given to the Board Chair on behalf of the Executive Committee. The Executive Committee will take responsibility for addressing the complaint and will report to the Board only those details necessary for their oversight of the CEO or Chief of Staff.

If the Corporation receives a complaint which is deemed to have a potential public relations risk, the CEO or designate will notify the Board of Directors as necessary.

6. REFERENCES

N/A

7. APPENDIXES:

Evaluation

This policy will be reviewed annually.