



3.06 Complaint Process

Policy Statement:

Hospice West Parry Sound (HWPS) welcomes input; we believe complaints are a valuable source of information. We document, evaluate, and analyze all complaints to help us adjust and improve our services.

We believe that the most valuable input into our services and programming comes from people who use our services and, to this end, we are committed to providing an accessible complaints process.

HWPS supports the right of clients and caregivers to access a fair and transparent appeal process to dispute decisions we make that they perceive as being adverse. Our complaints and appeals processes involve clients and families (as appropriate) in decision-making.

Complaints are any expression of dissatisfaction about HWPS. The subject matter of complaints may be:

- The services or programs we provide;
- The way we operate our services and programs;
- Our policies and procedures;
- How we operate within the community;

HWPS accepts complaints from anyone, including clients, caregivers, family members, stakeholders, and other members of our local community.

Purpose:

The objective of the internal complaint policy is to ensure that service recipients have a procedure to follow to ensure complaints are dealt with in a fair, equitable and timely manner and without fear of reprisal.

Documentation:

Complaint Report

Procedure:

Complaints can be made verbally or in writing. When a volunteer receives a complaint, they are expected to report the issue to the Executive Director or Care Coordinator as soon as possible.

Any service recipient or community stakeholder is to notify the Executive Director of their complaint either verbally or in writing to determine the best course of action to resolve the situation.



The Executive Director will contact the complainant **within three (3) business days** to review the complaint. The Executive Director will review of all complaints in order to determine if there are patterns and ongoing issues that need to be addressed. The analysis includes reviewing the Complaint Report forms.

The Executive Director provides a Complaints and Unusual Incidences report (both resolved and unresolved) to the Board of Directors **monthly** that summarizes the number, subject matter, and outcomes of complaints and appeals.

Clients and family have the right to take their complaint or appeals to the Board of Directors if they feel the issue has not been satisfactorily resolved. The complaint should be addressed in writing, using a Complaint Report, to the Chair of the Board of Directors. The completed form should be placed in the mailbox outside of the HWPS in a sealed envelope addressed “Attn: Board Chair). The Chair will contact the complainant **within seven (7) business days** of receipt of complaint.

Board is responsible to ensure that the policies are consistent with HWPS’ Mission, Vision, and Values, and that our services are producing the intended outcomes. The Board uses the information gathered through tracking complaints and appeals to adjust policies and services and in the development of new procedures or processes.

Board Approval Date: May, 2003

REVISED: March 22, 2005; July 22, 2009; January 24, 2017