



Policy & Procedure:	COMPLAINTS POLICY & PROCEDURE		
Performed by:	All Staff Members		
Approved by:	Senior Leadership Team		
Date Approved:	Nov. 2, 2017	Date Reviewed:	
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Policy Statement

Hospice Care Ottawa is committed to providing compassionate, high quality palliative and end-of-life care. We strive for continuous improvement and understand that complaints are a way for the hospice to gain valuable feedback to highlight areas for improvement. With this any complaints from clients, families and stakeholders will be responded to promptly and dealt with in a fair and effective manner.

Complaints

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Hospice Care Ottawa as an organization or a staff member or volunteer acting on behalf of Hospice Care Ottawa.

Complaints Procedure

The complaints procedure is open and adaptable to address the matter(s) brought forward by the complainant. A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). An employee or volunteer who receives the complaint should first document the complaint using the Complaint Report template (available to all staff and online) then determine who the appropriate person is to handle the complaint and pass along the completed complaint report. When a complaint cannot be easily resolved, it should be escalated to the Executive Director. All complaints should be actioned within two business days, resolved and communicated back to the complainant within a month of being received.

Responsibility / Accountability

It is the responsibility of the person who receives the complaint to either resolve it or transfer it to a person who can resolve it.

The Executive Director, under the guidance of the Board of Directors is ultimately responsible for the management of complaints.

Documenting the Complaint

It is imperative to keep records of all complaints. The complaint report template allows the complaint to be managed, responded to and resolved effectively while being well documented. All complaints will be noted in the complaints register, saved on the Shared Drive. A summary of the complaints received will be reported to the Board of Directors and the Quality & Risk Committee at least annually, noting the number, type and disposition of complaints received. The summary data will be reviewed for any trends and used for continuous quality improvement to prevent reoccurrence.

Staff member(s)/Volunteer(s) handling the complaint: _____

Start date of investigation: _____

Action Plan

Action	By whom	Timeframe

Resolution of complaint: _____

Reported to Senior Leadership Team Date: _____

Recorded in the complaints register Date: _____

Date complaint closed: _____