



Near North Palliative Care Network – Policy and Procedures Manual

Standard Governance	HPCO Standard: A1.1 m	Policy: Governance A1.1
Original Approval Date: July 31, 2017	Date Revised: August 2017	Revision Approval Date:

COMPLAINT PROCESS

POLICY STATEMENT:

NNPCN welcomes input. We believe complaints can be a valuable source of information and can improve policies and process. We document, evaluate, analyze and respond to all complaints.

Complaints are any expression of dissatisfaction about the NNPCN. The subject matter of complaints may be, but not limited to:

- The service or programs we provide;
- The way we operate our services and/or programs
- Our policies and procedures
- How we operate within the community: with our clients, volunteers, staff, donors and partners

NNPCN supports the right of clients, caregivers, partners and donors to access a fair and transparent appeal process to dispute decisions we make.

PURPOSE:

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

PROCEDURE:

Complaints can be made verbally or in writing. When a volunteer or staff member receives a complaint, they shall immediately report the complaint to the Executive Director(ED). All

stakeholders, clients, staff, students and volunteers are encouraged to formalize the complaint in writing, using the complaint form. This will allow the ED to efficiently track and manage all complaints.

Any service recipient, family or community stakeholder is to notify the Executive Director of their complaint so the best course of action can be determined to resolve the complaint as quickly as possible.

The Executive Director will contact the complainant within 3 business days to review the complaint and obtain all pertinent information. All verbal complaints will be recorded on the complaint form. The ED will make every effort to provide a resolution that is agreeable to both the NNPCN and the complainant.

Relevant complaints that may contribute to quality improvement or cause change in the NNPCN policies and procedures will be brought to the attention of the Board of Directors at the next board meeting. Records will be maintained on the number of complaints, subject matter and outcomes of complaints and appeals.

Clients, families and all stakeholders have the right to take their complaint or appeals to the Board of Directors if they are not satisfied with the resolution determined by the ED. The complaint should be addressed in writing using the complaint form. The completed form should be sealed in an envelope and addressed to the Chair of the Board and addressed to the NNPCN office. The envelope should be marked as confidential. The Chair of the Board will contact the complainant within 7 business days of receipt of the complaint.

The Board is responsible to ensure that the policies are consistent with the NNPCN mission, vision and values, and all services are delivered accordingly. The Board will use all complaints as a catalyst to review policies and procedures, where appropriate.

REVISION HISTORY:

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy
Aug 24, 2017	T. Price-Fry			
Dec 04, 2018	Monica DCM			