



NEAR NORTH PALLIATIVE CARE NETWORK

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Dimensions: Client Perspective	HAO Standard: 2.2	Policy: Client Perspective #2
Original Approval Date: February 17, 2003	Date Revised: February 2, 2009	Revision Approval Date: August 31, 2009

TOPIC: COMPLAINTS

POLICY STATEMENT:

The NNPCN (N/PS) has a process for handling complaints involving a client/caregiver or volunteer and will inform complainant of the procedures for initiating a complaint.

PROCEDURE:

1. Each palliative client is informed of procedure to report concerns during initial assessment while completing **Assessment Palliative Client** (Form 002).
2. Volunteers are advised of procedure during their Orientation Interview.
3. The client/caregiver/volunteer reports the complaint as directed.
4. The **Client Complaint Form** is completed, (Form 052), by the Program Administrator or delegate, with any written documentation attached.
5. The Program Administrator reviews the complaint with the client/caregiver/volunteer or Case Manager (if applicable) and provides information about eligibility criteria, resource availability, policies, etc. as required.
6. Complaints are to be filed in the client file with a copy in the NNPCN (N/PS) Complaints File, along with the documented resolution or non-resolution.
7. All documented complaints will be forwarded to the Chair of the Board. The Chair/Program Administrator (or designate) will review and decide upon a course of action.

8. It is the responsibility of the Board to deal with unresolved complaints.

APPEALS PROCESS

If the client is not satisfied with the decision, the appeals process is:

1. Client must forward complaint to the Board in writing.
2. Board reviews complaint.
3. Board investigates complaint.
4. A letter will be sent to the complainant informing them of any Board decision.
5. All outcomes will be documented on the Complaint Form.

REVISION HISTORY:

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy
03/16/05	Joan Burnett			04/11/05
10/18/07		✓		