



Board of Directors
Policy Manual

Subject: **CUSTOMER RELATIONS - COMPLAINT**

Policy # 5-040

Approved by: Board of Directors

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POLICY

All external customers (patients, relatives, visitors) and internal customers (Hospital employees, medical staff, volunteers, consultants and students) have the right to express complaints, concerns or approval in respect of care or service. The Hospital will maintain appropriate means and procedures for their expression. Further, the Hospital will maintain a whistle blower policy to facilitate the reporting of inappropriate workplace conduct without fear of reprisal concerns.

PURPOSE

This policy affirms the importance of Hospital customer complaints and whistleblower procedures and provides for Board monitoring of them.

PROCEDURE

External complaints will be dealt with pursuant to Administrative Policy 1-070 (Management of Complaints, Concerns and Compliments). Information respecting how to log a complaint will be on the Hospital website as well as in information documents posted throughout the Hospital.

Internal complaints will be dealt with pursuant to Administrative Policy 5-1060 (Incident Reporting).

Concerns in respect of inappropriate workplace conduct will be dealt with pursuant to Administrative Policy 3-430 (Whistleblower). Such conduct may involve, though is not limited to, finance matters, accounting or auditing practices, quality, environmental issues, violations of human resources policy and legislation, issues of health and safety, criminal offenses, breaches of contract and negligence, or actions designed to conceal any of these examples.

Whistleblowers unable to report inappropriate workplace conduct to their immediate supervisor should report to the next management level or, if from outside the organization, persons should contact the Chair of the Resources/Audit Committee.

It is contrary to the Hospital's values to retaliate against anyone who in good faith reports inappropriate workplace conduct.

A summary of complaints and incidents will be presented to the Quality Committee as part of the quarterly patient and safety incidents report.