
	<b>Grand River Community Health Centre</b>	Main Folder: General		Number: GEN-003	Policy and Procedure
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Subject: Client Complaints	Date Originally Issued: 08.11 Date Revised: 10.19 Date Reviewed:
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Issued by: Leadership Team	Approved by: Executive Director  New 7/19
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**Policy:**

Clients may report a complaint/concern with the operation of the centre, care received, or services provided. All complaints/concerns are valued and follow-up will be undertaken as appropriate.

**Procedure:**

**Initial Concern:**

When a concern arises, the client should be encouraged to discuss the issue with the person most directly involved. If the issue is not resolved and/or if the client does not feel comfortable speaking directly with the staff member involved, the client will be directed to the Director, Primary Care and Community Health to report a formal complaint.

**Formal Complaint:**

Clients wishing to lodge a formal complaint will be directed to the Director, Primary Care and Community Health. If the complaint is against the Director, Primary Care and Community Health, or if the Director is out of the office for more than 2 days, the complaint will be directed to the Executive Director.

The Director, Primary Care and Community Health will:

- Respond to the complainant within 72 hours of receipt of complaint
- Document the details of the complaint on the Client Complaint Form (Appendix A)
- Seek to understand the reason for the complaint with the client
- Seek to understand the Centre or staff explanation for the issue
- Communicate back to client rationale for issue and where possible plans to improve facility/service/care based on the complaint
- Document abridged version of complaint and resolution into client chart in electronic medical record (if client registered in the system)
- Log complaint on the Client Complaint Tracking Tool
- Identify potential performance management issues with staff and handle on a case by case basis

There may be cases where the client could benefit from additional access to services and/or counseling. This will be determined and offered by the Director, Primary Care and Community Health, in collaboration with appropriate staff member(s), on a case-by-case basis. Additionally, if the complaint represents a relationship breakdown with another staff member, the Director of Primary Care may offer to attend the client's next appointment to assist in facilitating a conversation between staff and client.

If the complaint is regarding the Director, Primary Care and Community Health or if the Director, Primary Care and Community Health cannot resolve the complaint, the complaint will be transferred with a briefing on work completed to date to the Executive Director.

When the complaint is regarding the Executive Director, the client may direct a complaint/concern in writing to the Board Executive committee.

**Formal Written Complaint:**

The process for handling written complaints will be the same as detailed above. However, if the written complaint includes content that suggests the organization could be put at risk (report to professional college, seeking legal consult, etc.) the complaint will be discussed with the Executive Director.

**Professional Conduct Complaints:**

Health professionals are regulated by professional bodies, which investigate and deal with complaints from members of the public. Clients/participants may choose to register their complaint with the CHC and/or with the appropriate regulatory body. These bodies have established their own procedures for investigating and dealing with complaints.

**Professional Misconduct, Incompetence or Incapacity:**

In consultation with the Executive Director, the Director, Primary Care and Community Health will determine what actions, if any, are required to ensure the safety of clients/participants.

In the event it has been determined a staff person has demonstrated professional misconduct, incompetence, or incapacity, disciplinary action shall be taken. We will comply with the reporting requirements of the appropriate professional regulatory body. All staff members shall cooperate fully in providing statements and any other information to the GRCHC's insurer, its adjusters and its lawyers in respect of a claim.

**Appendix:**

Appendix A: Client Complaint Form

**Appendix A: Client Complaint Form**

**Part A: To be completed by individual first aware of the complaint**

Note: May be done through an electronic system

Client Name:

Date:

Complaint Details:

Complaint Received by:

Staff Member Named in Complaint (if applicable):

Did the client discuss the complaint with the individual?  yes  no

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**Part B: To be completed by staff investigating complaint**

Investigation Details:

Response/Resolution:

Recommendations:

Logged in Client Complaint Tracking Tool?  yes  no

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**Part C: to be completed if complaint not resolved and forwarded to Director, Primary Care and Community Health and/or Executive Director**

Ongoing Investigation Details:

Response/Resolution:

Recommendations: