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TO: All Employees

CODE: ADM-BOA-GEN-1

CATEGORY: Administrative Manual

DATE OF APPROVAL:

SUBJECT: Complaint Policy

APPROVAL: _____

TITLE

NOTE: This document is a CONTROLLED document. Any documents in paper form must be used for reference purposes only. The on-line copy must be considered the current documentation.

DATE	REVIEWED	REVISED

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Source:

POLICY

- a) Hospital staff and physicians will respond promptly, courteously and considerately to complaints, whether oral or written, received by them in the course of their hospital duties and in relation to their hospital responsibilities.
- b) Complainants must be advised that oral complaints may, without prejudice, be put in writing on the prescribed form (Formulaire pour plainte verbale) by the person taking in the complaint. The complaint will then be processed in accordance with this policy.
- c) Complaints concerning hospital operation, staff or administrative procedures shall be forwarded to the CEO for investigation.
- d) Complaints concerning medical treatment shall be referred to the Chief of Staff and/or the Chief Nursing Officer, as appropriate, for investigation and report.
- e) Situations found to be at variance with hospital policy or procedure, normal courtesy or patient safety and security shall be corrected forthwith and the person or persons responsible are informed of the complaint and of action taken by them to eliminate the cause of the complaint.

f) Complaints against physicians acting within the hospital context shall be discussed with the physician concerned collectively by the President of the Medical Staff, the Chief of Staff and the Chief Executive Officer.