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**TO: All Employees**

**CODE: ADM-BOA-GEN-1**

**CATEGORY:** Administrative Manual

**DATE OF APPROVAL:**  
**March 21 2019**

**SUBJECT: Complaint Policy**

**APPROVAL:** \_\_\_\_\_

**TITLE: Chief Executive Officer**

**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) Patients, visitors, and members of the public have the right to make a complaint; complaints may be made in writing or verbally. Complainants must be advised that oral complaints will be put in writing by the person receiving the complaint using the prescribed form (Formulaire pour plainte verbale) to ensure accuracy and tracking.
- b) 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.
- c) The staff member who receives the complaint must forward it to their direct supervisor on the day it was received. The Supervisor/Manager will then direct the complaint appropriately as directed below.
- d) Complaints will be directed to the appropriate Senior Manager as follows:
  - a. Complaints concerning hospital operations, staff or administrative procedures shall be directed to the Chief Executive Officer.
  - b. Complaints concerning availability of services in the language of choice shall be referred to the Chief Executive Officer.
  - c. Complaints concerning medical treatment shall be referred to the Chief of Staff and/or the Chief Nursing Officer, as appropriate, for investigation and report; the CNO and/or Chief of Staff must inform the Chief Executive Officer of the complaint within 2 business days.
- e) The Senior Manager will initiate an investigation, which they may delegate to a member of the Leadership team to complete, and provide a report for review.

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- f) The Senior Manager must acknowledge the receipt of the complaint to the person within 5 business days. The acknowledgement will include a notice that the complaint is being investigated and that corrective action will be taken if necessary.
  - g) All complaints must be tracked on the Complaints Spreadsheet (found on the J drive), and is to include details such as the date and method of receipt of the complaint, as well as the date and method for acknowledgement and follow-up with the complainant. Complaints will be assigned a number for the purpose of tracking on the spreadsheet, to avoid identification of the plaintiff; the number will be written directly on the paper copy of the complaint.
  - h) General information regarding complaints will be made available to the Medical Advisory Committee, Quality/Risk Management Committee, as well as the Board of Directors, as requested, and is to include an anonymized description of the complaint as well as the result of the investigation and corrective action.



