

Home Hospice North Lanark (HHNL) Board Manual	
Title/Subject: Concerns, Complaints, Compliments	
Policy Number: 8.13	Original Date: 2021.04
Approved by: Board of Directors	Revision Date:
Page 1 of 3	Reviewed Date:
Reference Policies	

“A positive environment is one that gives people back the right to speak up. A complaint can be treated as a starting point rather than the end point of a process of empowerment.”

– A care provider participating in a QHO focus group, 2015

POLICY

Home Hospice North Lanark Board will inform the public of the submission process governing Complaints, Concerns and Compliments. Through the process, the Corporation will commit to investigate, identify, rectify and convey the submission.

Definitions: ref Quality Health Ontario

A concern is an expression of a matter of interest or importance, does not always require specific or direct resolution but should be considered as part of ongoing improvement. Concerns should be acknowledged and conveyed to the Board for ongoing improvement.

A complaint, as an expression of dissatisfaction that needs to be escalated to be addressed. Complaints require the organization to consider how they might change their practices to ensure that similar issues do not arise for other patients. Resolution is made so as to achieve mutual satisfaction of the complainant through improved compliance to HHNL Mission Statement Policies, Standards and Governing Legislation.

A compliment is a communication referring to positive opinions on services, communications or presentations. Compliments should be acknowledged and conveyed to the relevant staff or committee, reported to the Board and documented.

Guiding Principles: ref. Health Quality Ontario

- The organization fosters a culture of openness regarding complaints, where its public feel they can make a complaint without fear of reprisal
- The complaints process is clear and timely, with good communication among Board of Directors, Committees and Staff
- The organization and its various publics work together for improvement to prevent similar issues from recurring in the future

This Policy covers submissions from stakeholders as follows:

- 1) The Public may issue a concern, complaint or compliment about any aspect of the Corporation and its services as directed to the HHNL Chair.
- 2) A Director may issue a complaint regarding Corporate non-compliance to Governing Legislation or Bylaws or its own Policies.
- 3) Staff may issue a complaint regarding terms and conditions of work through their relevant Committee Chair
- 4) Clients and their families will be advised of the procedure to initiate a complaint against staff, volunteers, or services when the service agreement is signed. (See Policy # Complaints Clients, caregiver in Volunteer Policies).

PROCEDURE

1. All Complainants covered by this Policy must submit their written and signed description of the complaint to the Chair, HHNL. Verbal complainants should be advised that only written submissions can be addressed. In the interests of Corporate improvement they are encouraged to submit a comment which will be held in the strictest confidence according to the *Personal Health Information Protection Act, 2004*. In the event of a refusal to document the relevant, Committee Chair will be advised and an anonymous record kept in a file for Concerns, Complaints & Compliments.
2. The Chair will:
 - 2.1 ensure (delegate) that the Insurance Company is advised and Legal Advisor as appropriate
 - 2.2 review and directly investigate the complaint or concern with the complainant
 - 2.3 report to the Executive Committee
 - 2.4 consult with relevant Committee Chair
 - 2.5 advise the Board and report progress throughout process
 - 2.6 document all steps taken
 - 2.7 report back to the Complainant of steps taken and resolution recommended
 - 2.8 inform the complainant of their right to the next step if situation remains unresolved
 - 2.9 review the entire process to improve quality of service and make recommendations or directives to the HHNL Board of Directors.

References used by QHO

- The *Home Care and Community Services Act, 1994*

- The *Substitute Decisions Act, 1992* and how it is applied to the collection, use and disclosure of personal information pursuant to the *Personal Health Information Protection Act, 2004*,
- *Freedom of Information and Protection of Privacy Act, 1990*,
- *Municipal Freedom of Information and Protection of Privacy Act, 1990*