



Yarmouth Hospital Foundation (YHF)

POLICY: Governance	NUMBER: A14	
SUBJECT: Complaints Policy		
DRAFT: Oct 23, 2018	REVISED/REAFFIRMED May 31, 2022	BOARD APPROVED: March 2, 2021

Policy Statement

This policy applies to complaints received by Yarmouth Hospital Foundation (YHF) about our activities, programs, services, volunteers or staff.

- a) It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- b) Review of complaints must be fair, impartial and respectful to all parties.
- c) Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- d) Complainants are provided clear and understandable reasons for decisions relating to complaints.
- e) Updates are provided to complainants during review processes.
- f) Complaints are used to assist in improving services, policies and procedures.

Types of Complaints

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by YHF as an organization or a staff member or volunteer acting on behalf of YHF.

Examples include but are not limited to:

- perceived failure to do something agreed upon;
- failure to observe policy or procedures;
- error made by a staff member/volunteer; or
- unfair or discourteous actions/statements by staff member/volunteer.

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). An employee or volunteer who receives a complaint should first determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person who can resolve it. In this event, the person to whom the complaint is transferred must acknowledge to the original recipient that the complaint was received and will be acted upon.

The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by the receiver or another employee. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.

All complaints shall be forwarded to the Managing Director. In a case where the complaint is directed towards the Managing Director, the complaint shall be forwarded to the Chair of the YHF Board.

Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints received in writing should be acknowledged within two business days and staff should attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it should be forwarded to the Board Chair. If the complaint is about the Board Chair, it will be handled by the Chair of the Governance and Chair of the Human Resources Committees. Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.

Documenting the Complaint

It is necessary to keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved immediately (on the same day it is received). Information about such complaints must be recorded on the complaints tracking worksheet. Information recorded on the worksheet includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

Complaints will be part of a standing agenda for monthly board meetings with the Board Chair.

A summary of the complaints received including number and type will be reported to the YHF's Board of Directors annually.

Policy Review:

The policy direction is to be reviewed at a minimum three years.

Complaint Form

This complaint form is to be used to facilitate the registration of a formal complaint. Before proceeding further, please obtain and review a copy of the Yarmouth Hospital Foundation (YHF) Complaint Policy (A14; available in YHF's website). Then, this form is to be provided to the complainant as soon as possible so that the complaint can be recorded and handled in an expedient manner and in accordance with YHF policy. The complainant will also be provided with a copy of the YHF Complaints Policy.

Complainant's Contact Information:

This information is required so that you can be contacted about the status of the complaint.

First Name: _____ Last Name: _____
Address: _____
City: _____ Province: _____
Postal Code: _____ Phone Number: _____
E-mail: _____

Are you registering this complaint on behalf of (check one):

Yourself Another Individual An Organization

Information on your complaint:

Date of complaint: _____

Location of situation leading to complaint: _____

Time of situation leading to complaint: _____

Provide specifics of your complaint in as much detail as possible (attach extra pages if necessary):

Report to YHF Board of Formal Complaints Received by Chair or Managing Director

Date presented to Board: *May 31, 2022*

Presented by: *Board Chair, Neil LeBlanc*

During the period of January 1, 2021 to December 31, 2021, the following formal complaints were received and addressed according to Policy A14.

No formal complaints were received during this reporting period.

<u>Date Complaint Received</u>	<u>Received by</u>	<u>General Nature of Complaint</u>	<u>Initial Actions Taken</u>	<u>Current Status or Resolution</u>	

Received and accepted by YHF Board on:

Further actions recommended: Policy to be reviewed by Governance Committee