
Hospice Dufferin Complaint Policy

September 2022 version

Purpose

The purpose of this policy is to provide a complaint mechanism. We aim to build a culture of excellence that ensures all complaints are properly handled. We will use feedback and complaints as opportunities to build our knowledge and continuously improve our service.

Definitions

A complaint is defined as negative feedback to an agency or service provider, whether it is written or verbal. Requirements for information are not considered complaints. However, a statement of concern or a statement of a problem would be considered a complaint for purposes of this policy.

The Long term care Act 1994 can be accessed at www.e-laws.gov.on.ca (click on consolidated law, statutes and associated, Regulations) or by contacting the Ontario Government Bookstore, 880 Bay Street, Toronto ON M7A 1N8 phone 416-326-5300 or 1800 668 9938

See. S 39 of the Long Term Care Act 1994, which identifies six types of complaints, of which the first four can be appealed to HSARB

Policy

Hospice Dufferin is committed to providing exceptional customer service. While we make every effort to ensure customer service is superior, sometimes mistakes are made. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

A complaints procedure has been established for clients who feel dissatisfied with any part of our service. We acknowledge your right to complain and have your concern investigated. We aim to learn from our mistakes, and our complaints policy is an important part of our continuous improvement.

Procedures

Informal Complaints

We will treat the complaint as informal if the complainant states that this is the way you want us to consider your complaint. An informal complaint, in Hospice Dufferin's view, is any complaint about our service or staff or volunteers that does not allege any serious fault on the part of our staff, volunteers or a serious failure in our service delivery.

How Do I Make an Informal Complaint?

- Call a staff member at 519-942-3313
- Email the staff member. Email links are available on our website at www.hospicedufferin.com or mriedler@hospicedufferin.com or ntalma@hospicedufferin.com
- Write to our office at 30 Centre St. Orangeville, ON L9W 2X1

Informal complaints can be received verbally (in person or phone) or in writing (letter, email).

All informal complaints should be dealt with on the spot if possible or a maximum of five working days. All informal written complaints will be responded to by mail or email. If applicable, the complainant(s) will be notified of steps taken to rectify the situation.

The Board of Directors will receive notice of any complaints in their next monthly meeting.

Formal Complaints

We will treat a complaint as formal if the complainant states that this is the way you want us to consider your complaint.

In addition, any complaint received that is in reference to any of these matters will be considered a formal complaint.

- 1) A decision by Hospice Dufferin that the person is not eligible to receive a particular community service.
- 2) A decision by Hospice Dufferin to exclude a particular community service from the person's plan of service.
- 3) A decision by Hospice Dufferin respecting the amount of any particular community service to be included in the person's plan of service
- 4) A decision by the approved agency to terminate the provision of Hospice Dufferin to the person
- 5) The quality of service provided creates any serious fault on the part of our staff, volunteers or a serious failure in our service delivery

How Do I Make a Formal Complaint?

- Call the Executive Director- Maureen Riedler at 519-942-3313 ext 23
- Email the Executive Director at mriedler@hospicedufferin.com
- Write to Executive Director at 30 Centre St. Orangeville, ON L9W 2X1

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- Complete the form attached and submit to the office.

Stages of Formal Complaints

Stage One

Your submitted complaint will be acknowledged within seven working days of the Executive Director. (For Client complaints - Note: the Long Term Care Act s. 39(s) requires complaints to be reviewed and responded to within 60 days. Complaints will be documented separate from client service plans.)

We aim to resolve most complaints at this stage however if you are not happy with our response to your Stage One complaint, you can take it to the next level, Stage Two, where it will be dealt with at a higher level. The letter you receive at Stage One will tell you how to do this.

Stage Two

At this stage, the Board of Directors will review your complaint. The Board of Directors meets on a monthly basis. A member of the Board of Directors will contact you to acknowledge that they have received your complaint within seven days. At the next scheduled board meeting the complaint will be reviewed. The Board of Directors meets on a monthly basis (except for summer). A member of the executive will respond to the complainant within 72 hours after the board meeting.

Stage Three – Health Services Appeal and Review Board

Some decisions may be appealed to the Health Services Appeal and Review Board (contact Ministry of Health). The HSARP reviews cases where a person has been:

- deemed ineligible for service
- excluded from a particular community service or the person has a complaint about the amount of service provided
- the termination of a particular service.

The Board of Directors will receive notice of any formal complaints at the next monthly meeting.

Related Policies

Accreditation

OO.QUA.1.07

Hospice Dufferin Complaints Form

Name: _____

Address: _____

Postal Code: _____

Telephone Number to be contacted at

Day _____ Evening _____

Please give details of your complaint:

Is there any specific action you would like us to take?

Your signature _____ Date _____

If additional space is needed please use additional paper. Return to Hospice Dufferin-Executive Director 30 Centre St. Orangeville, On L9W 2X1