

<b>SUBJECT:</b>	<b>Complaints and Concerns</b>	<b>POLICY #:</b>	<b>I-B-30.14</b>
		<b>PAGE</b>	<b>1 of 2</b>
MANUAL	Administration	REFERENCES:	CEO
ORIGINAL ISSUE:	October 2010	APPROVED BY:	CEO
PAST REVISIONS:	March 2018 December 2021	RESPONSIBILITY:	CEO
CURRENT REVISION:	July 2022	DISTRIBUTION:	Management

## **OVERVIEW**

Any concerns or complaints, written or verbal, received by the Osgoode Care Centre will be addressed as expediently as possible and in accordance with the Fixing Long Term Care Act (FLTCA) 2021 and its regulations.

Concerns and complaints can be addressed through 3 channels:

1. Internally
2. Long Term care Family Support and Action Line
3. Patient Ombudsman

## **POLICY:**

All written or verbal complaints will be reported immediately to the CEO.

## **PROCEDURE**

Upon receipt of a concern or complaint, the CEO/delegate will:

1. Inform the complainant within 10 business of receipt of the complaint or concern. If the complaint cannot be investigated and resolved within 10 business day, the CEO/delegate will inform the complainant of such and when they can expect the complaint to be resolved.
2. A response must be provided to the complainant, detailing what has been done to resolve the complaint or concern. In the response, the telephone number for the Long Term Care Family Support and Action Line for making complains will be included in addition to the contact information for the Patient Ombudsman.
3. The CEO/delegate will document:
  - What the compliant is about
  - The date the complaint was received
  - The action taken to resolve the complaint, including when it was taken and when any future actions will occur
  - How it was finally resolved, if applicable

- The dates on which any response was provided to the complainant with a description of each response
  - And any further responses from the complainant
4. If it is believed that there is no cause for the complaint, a response and explanation will be given.
  5. If the complaint alleges harm or risk of harm to one or more residents, including but not limited to physical harm, the CEO/delegate must investigate immediately and immediately forward the complaint to the Director – Ministry of Long Term Care. The complainant must also be informed that this process has occurred.
  6. If no risk or harm is alleged, the complaint does not need to be forwarded to the Director.
  7. If a complainant does not wish to submit their complaint through the home, they can:
    - Call the Long Term Care Family Support and Action Line: toll free 1-866-434-0144, 7 days a week between 8:30 a.m. and 7:00 p.m.
    - Send a written letter to  
Director  
Long Term Care Inspections Branch  
Long Term Care Operations Division  
119 King St. W. 11<sup>th</sup> Floor  
Hamilton On L8P4Y7
  8. If a satisfactory resolution has not been reached, the complainant can:
    - Contact the Patient Ombudsman
      - i. <https://patientombudsman.ca/Complaints/Make-a-complaint/Submit-ComplaintOnline>
      - ii. By calling 1-888-321-0339 ( toll free) or 416-597-0330
      - iii. TTY: 416-597-5371
  9. All complaint and concerns will be reviewed and analyzed every quarter by the home to identify trends. A written record of each review and subsequent improvements is to be recorded.