Hospice Dufferin
30 Centre St.
Orangeville ON
L9W 2X1

Hospice Dufferin
www.hospicedufferin.com

519-942-3313

"Improving Life, Providing Hope"

Complaint Form

Date:
Name:
Address:
Contact number:
Summary of complaint:
How would you like to see your complaint resolved?
Internal Use only
Acknowledgement
Investigation
Response
Action taken
Date completed
Comments

Hospice Dufferin POLICY

Title Complaint Policy	Document #
Section Ethics (moved from Program July 2016)	Revision # July 2017
Application E.D., staff, volunteer, clients, stakeholders.	Issue Date Oct 26 2011
Issued by Executive Director	Reviewed: July 2017
Approved By Board of Directors	Reviewed by: M.R. Next Review: Sept 2019

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.

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 we 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 conserved 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

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.