

POLICY AREA: General

Complaints

Review Date: May 2011

In order to receive and process complaints about its services, Hospice Huronia has a procedure that addresses complaints made by a person about various matters, including (but not limited to):

- A decision by the hospice that a person is not eligible for its services
- A decision by the hospice to exclude a particular service from the plan of care
- Discontinuation of service
- The quality of services provided
- Violation of a person's rights set out in the Bill of Rights, subsection 3(1)

Procedure:

1. The client/caregiver will report complaint to their hospice representative (as listed on the Request for Services assessment).
2. Program Director will review the complaint or concern with the client/caregiver within 2 working days (48 hours). Program Director will provide information about eligibility criteria, resource availability, policies, etc. to client/caregiver as required. If the issue is resolved, Program Director will update client record.
3. If the issue remains unresolved the Program Director will document the non-resolution and consult with the Board. If the issue remains unresolved, the Program Director will inform client/caregiver of the right to contact Board of Directors.
4. If Board of Directors is contacted, the complaint /concern will be reviewed and resolution or non-resolution will be documented. The Board Chair will send a written letter to client/caregiver with the Board decision.
5. Hospice Huronia staff will review the process to identify gaps and improve quality of services.