

LANARK COUNTY

SUBJECT:	Complaints – Response Guidelines	POLICY #:	I-F-42.00
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MANUAL:	Administration	REFERENCES:	
ORIGINAL ISSUE:	March 1997	APPROV. AUTH:	Director of LL
PAST REVISIONS:	Sept 2002, Aug. 2003, Mar. 2005, June 2010	RESPONSIBILITY:	Director of LL
CURRENT REVISION:	April 2014	DISTRIBUTION:	Lanark Lodge

POLICY:

Any complaint (verbal or written) from residents, families, visitors and staff shall be investigated and actions are taken for resolution.

PROCEDURE:

The Director of Lanark Lodge will:

1. Ensure that all staff members are advised during orientation and annually thereafter, that if they receive a complaint from a resident, substitute decision maker, or family member they must report this to a departmental supervisor immediately.
2. Inform all residents and their families of Complaint procedures through discussion at the time of admission, reminders at family information evenings and posting of the procedure on the family bulletin board.
3. Ensure that departmental managers report and follow up on verbal complaints from staff, family, residents, visitors within their departments and complete a Quality Action Response (QAR) Form within 24 hours.
4. Respond to Email complaints, if minor in nature, by email. As long as they are resolved in 24 hours, they can be treated as a verbal complaint for documentation purposes. Documentation to be attached to a QAR Form.
5. Provide a written response to the complainant within 10 business days of receipt to a verbal complaint that is not resolved in 24 hours and to a written complaint.
6. Follow these steps:
 - I. contact the complainant to obtain the information about the areas of concern,
 - II. conduct and document an internal investigation,
 - III. prepare a written response to summarize the issue and actions agreed to in any meetings held with the complainant. Ensure that documentation includes:
 - the nature of the verbal or written complaint
 - the date the complaint was received
 - the type of action taken to resolve the complaint, including date of action, time frames for actions and any follow-up action required
 - the final resolutions
 - every date on which any response was provided to the complainant and description of the response
 - any response made by complainant.

7. Where the complaint cannot be completed and resolved within 10 business days, provide an acknowledgement of receipt within 10 business days of the complaint including the date by which the complainant can expect a resolution and follow up response.
8. The Director will advise the CAO, Chair of Community Services and Warden whenever any written or serious verbal complaint is received.
9. Advise the MOHLTC Inspector verbally or by email of any written or serious verbal complaint that is NOT an incident of abuse or neglect.
10. Draft the response to the complainant and send to the Director of Lanark Lodge with a summary of the investigation. Once approved, mail the response to the complainant and copy to file.
11. Notify the MOHLTC Inspector verbally or by email when the investigation is concluded and that you have responded in writing to the complainant. Provide a copy of the correspondence to the Inspector only upon request.
12. On a quarterly basis, discuss all complaints that require a written response at the Leadership and Quality Management Committee:
 - the documented record(s) is reviewed and analyzed for trends
 - the results of the review and analysis are used in determining what improvements are required
 - as appropriate, forward the issues/trends/analysis to other committees (eg Resident Safety, Health and Safety)
 - retain a copy of a written record of each review and of the improvements made
 - provide summary of actions taken/ recommendations to the Quality Management Committee.

Attachments: I-F-42.00(a) Sample response letter to Complaints and Tips