

Section: Administration	Policy: Client Relations Policy
Approved Date: January 2017 Revision Date:	Policy Number: AD-7.0
Approved By: Cate Melito	Signature: 

Policy Statement

- The GBACHC will provide a high standard of care to all of its patients, and will introduce and implement best practices in health care delivery. As a component of a people centered approach to care, the GBACHC values the feedback it gets from patients.
- All staff of the GBACHC will listen to patients and take appropriate action.
- Compliments and complaints provide important feedback and quality improvement opportunities.
- Complaints from patients will be approached with respect and compassion; they will be carefully listened to, documented and investigated promptly.
- All complaints will be carefully considered and there will be no victimization of a complainant. Ongoing care and GBACHC services will be not affected by the presence of a complaint.
- All complaints will be dealt with in confidence and following the Patient concerns and Feedback process

Procedure

- A complaint represents a concern or level of dissatisfaction with service, and can be provided verbally or in writing to any member of the GBACHC staff. All staff who receives a complaint will strive to resolve it immediately and informally as

they are able through listening and working to address the concern raised to the patients satisfaction, within available resources and GBACHC policy

- The patient shall decide whether a verbal complaint shall be registered formally. If they wish to make a formal complaint, the patient will be provided with the “Patient Concerns and Feedback” form

Informal

- Any staff member who receives an informal complaint shall log it and forward to the Manager for their corresponding department.
- Details will include:
 - He/She has resolved the complaint and in what manner, or
 - The complaint requires further action.
- The Manager will monitor informal complaints in order to identify opportunities for quality improvement at GBACHC and will identify these at the Quality Utilization Risk Committee.

Formal

- A formal complaint is one that has been submitted in writing by the patient to any member of the GBACHC staff. Formal complaints will be submitted in writing on the Patient Concerns and Feedback form. These complaints may also come via email or telephone message. In all cases, the appropriate manager must be provided with the documented complaint within 24 hours. The Manager will assess the complaint, investigate it and work with the patient and staff to resolve it and provide a response to the patient in a timely fashion.
- If the complaint is not able to be resolved informally by the staff or by the Manager, the Executive Director shall be responsible for reviewing the complaint, working with staff/physician to determine an appropriate course of actions to resolve the complaint and providing a response to the patient.