



Windsor Elms Village

## ADMINISTRATIVE MANUAL

*Policy & Procedure*

<b>Title:</b>	Formal Complaint Resolution Policy	<b>Number:</b>	AD 60-09
<b>Section:</b>	Quality & Risk Management	<b>Date Created:</b>	August 17, 2010
<b>Sponsor:</b>	CEO	<b>Last Date Approved:</b>	Sept 21/10; Apr 5/16
<b>Author(s):</b>	CEO; Director of Care	<b>Next Review Date:</b>	Dec 2019; Dec 2022 Dec 2022; Dec 2025
<b>Distribution:</b>	All Care Partners	<b>Approval:</b>	Leadership Team

### STANDARD

#### DHW Long Term Care Program Requirements, FINAL May 2022

7.1 Management of the Home – Residents live in a home that promotes their quality of life through the effective and efficient management of the home.

9) A policy for receiving, investigating and resolving complaints is developed and implemented.

#### WEV Guiding Principles:

**Collaboration:** Working together, we are better.

**Trust and Accountability** in and to each other.

### RATIONALE

Windsor Elms Village is committed to providing the highest standard of care, and therefore takes very seriously any complaints or concerns that could in any way directly or indirectly have a negative impact on the domains of well-being for the residents. Timely resolutions are an important component in ensuring continued quality improvement and effective management of risk.

### POLICY

The Windsor Elms Village will respond to all complaints or concerns about the Home or any procedure or possible breach of Home or Legislative policy, and will ensure that they are investigated quickly and efficiently, while maintaining the dignity and privacy of those involved.

### PROCEDURE

1. Upon admission, all residents or substitute decision makers shall receive a copy of this policy, the Resident Rights and Responsibilities and Philosophy of Care. When Resident Rights are not upheld, residents or their representatives are entitled to make a complaint.
2. Residents or their representatives are encouraged to share their concerns directly with a staff care partner, who will in turn report to the Nurse or immediate supervisor as soon as possible. The resident or authorized designate speaks to a staff care partner to make them aware of the issue. The staff care partner will report to the Charge Nurse or Department Head as soon as possible.

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3. Staff care partners are to use their best effort to resolve the complaint to the satisfaction of the resident in a timely manner. The staff care partner responsible for responding to the complaint is to make every effort to address and resolve the issue within 48 hours to 72 hours.
  3. The Nurse or immediate supervisor will:
    - A. Record the date a complaint is received and the nature of the concern/complaint (e.g. issues pertaining to breach of privacy, care issues, etc.).
    - B. Acknowledge receipt of the complaint promptly with the individual and seek clarification if necessary. If the Nurse or immediate supervisor is unable to satisfactorily deal with issue, the concerned individual will be supported in putting together a formal concern/complaint in writing for follow up. The individual will be advised of the procedure to be carried out as outlined in this policy. (*see Appendix A – Formal Concern / Complaint Form*)
    - C. Contact the Assistant Director of Care or Department Head as soon as possible with the written complaint and other relevant information or documentation.

The Assistant Director of Care or Department Head, in collaboration with relevant managers e.g. the Director of Care and Resident Care Manager will:

1. Ensure the investigation is conducted fairly and impartially. A copy of the complaint/concern to will be given to the Director of Care or Department Head.
2. Conduct the investigation and review the outcome of the investigation with other relevant managers e.g. DOC will review the written complaint and outcome of the investigation with the CEO.
3. Notify individuals who originated the complaint of the outcome of investigation(s) clearly and promptly, informing them of any relevant steps taken.
  - a. If the individual is not satisfied with the outcome, he/she may communicate with the CEO. Contact information regarding the need to communicate with any relevant outside regulatory bodies can be requested if it is deemed necessary by the individual or Department Head or CEO.
  - b. The Windsor Elms Village shall respond within ten business days after receipt of the written complaint. However, response will occur as soon as possible when safety is an issue.
4. Ensure there is an action plan in place to address the situation, and ensure that policies and procedures are modified if necessary.
5. Ensure that all decisions are tracked and recorded, in order to maintain consistency in applying evidence based practice and to assist with audit accountability.
6. A file of all formal complaints will be maintained in by the CEO as a part of the Home's CQI and Risk Management Process.

## DEFINITIONS

A **complaint** is an expression of dissatisfaction to the Service Provider, received either verbally or in writing.

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Nurse – RN or LPN

## **REFERENCES**

DHW Long Term Care Facility Program Requirements, FINAL May 2022

Relevant Windsor Elms Village Policies and/or Procedures:

- AD 60-24 Addressing Ethical Issues
- AD 60-03 Resident Abuse Prevention and Response
- AD 60-01 Incident Reporting Policy
- AD 60-05 Violence in the Workplace Prevention
- AD 60-08 Privacy Protection of Information
- AD 30-24 Resident Information Management

**APPENDICES:** Appendix A - Formal Concern / Complaint Form

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**APPENDIX A**

**Formal Concern / Complaint Form**

Windsor Elms Village appreciates you taking the time to complete this form. Providing us with pertinent details will assist us in carrying out an efficient investigation and accomplishing a more timely and satisfactory resolution.

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A. Date of Incident: \_\_\_\_\_ Time: \_\_\_\_\_  
Exact Location: \_\_\_\_\_

B. Do you feel the Concern / Complaint in any way compromises safety to any individual(s)?  
Yes  No

Provide any detail you feel is necessary e.g. what are safety concerns, etc. ?

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C. If you feel there are specific laws or policies, etc that are being violated, please explain.

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D. Names of individuals involved (please provide names and job titles wherever possible)

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E. Description of Concern/Complaint: \_\_\_\_\_

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F. Note whether you made a complaint to the nursing home staff. If so, indicate when and who you talked to and what the response was.

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G. After speaking with the Windsor Elms staff explain what action was taken.

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H. Please indicate what action you would like to see taken.

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**Thank you for taking the time to complete this form. Please submit your written complaint/concern to the Neighborhood RN; LPN or Department Head as soon as possible.**