



COT-GM-ADM-I-07 COMPLAINTS, CONCERNS, COMPLIMENTS AND RECOMMENDATIONS POLICY **Guide to Submitting Feedback**



Receiving feedback is a significant factor in improving quality of care and services offered. All residents/representatives of residents are encouraged to bring forward any complaints, concerns, compliments and recommendations to help us to continue to improve.

If you have a complaint or concern:

1. Start by addressing your complaint or concern with the team leader (RPN) on the resident's floor. The team leader (RPN) will:
 - Address the problem if it is within their ability to do so
2. If the team leader (RPN) is unable to resolve your complaint or concern they will:
 - Ensure the charge RN or appropriate supervisor/registered staff is informed.
 - The appropriate supervisor/registered staff will follow-up with you on the next business day
3. The appropriate supervisor must investigate the complaint or concern and take appropriate action depending on the nature of the complaint, which may include:
 - Verbally discuss with the resident/family member face-to-face or by telephone
 - Meet with involved disciplines to develop a written action plan
 - Set up a team and resident/family meeting to resolve the concern
 - Bring the complaint to Resident Council, Family Council for input into a solution to non-resident health specific issues
4. Where the complaint alleges harm or risk of harm to one or more resident, the investigation shall be commenced immediately.
5. If your complaint cannot be resolved within 24 hours, a response will be provided within ten (10) business days and include what has been done to resolve the complaint or notification to the complainant that the home believes the complaint to be unfounded and the reasons for the belief.
6. For those complaints that cannot be investigated and resolved within ten (10) business days, an acknowledgement of receipt of the complaint will be provided within ten (10) business days of receipt of the complaint including the date by which the complainant can reasonably expect a resolution.

Should you not be satisfied with the handling of a complaint from the Golden Manor, there are contacts that can be reached within the Ministry of Long-Term Care.

Call the Ministry

Long-Term Care Homes ACTION line:
1-866-434-0144
Hours of operation: 7 days a week from
8:30 a.m. to 7 p.m.

Write to the Ministry

Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division
119 King St. W, 11th Floor
Hamilton, ON L8P 4Y7

Contact the Patient Ombudsman

Online: www.patientombudsman.ca
Telephone: Monday to Friday from 9 a.m.
to 4 p.m.

Toronto: 416-597-0339
Toll free: 1-888-321-0339
TTY: 416-597-5371

Mailing:
Patient Ombudsman
Box 130, 77 Wellesley St. W.
Toronto, ON M7A 1N3

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