

POLICY	Manual: Administrative	Section: Admin	Code No.: A C105	Old Code No.:
Title: Customer Feedback (Responding to Complaints/Compliments)			Original Effective Date: Sep 01, 2001	
			Review/Revised Effective Date: May 12, 2014	
			Next Review Date: Jun 01, 2017	
Cross Index: A C106	Authoring Committee/Program/Dept: Manager, Patient Relations		Approved By: AMC	

In keeping with our patient-centred approach to the provision of health care services, Southlake Regional Health Centre monitors and responds to feedback from our customers and ensures they know that their comments are valued by our organization. In our pursuit of shockingly excellent experiences, we strive to celebrate successes and, where appropriate, make improvements to current practices.

Complaints Management:

All departments must have a contact list of program/service management staff to provide to customers when necessary.

It is the responsibility of all staff to listen to, acknowledge and make every effort to promptly address and resolve concerns, maintain open and respectful communication with customers. This enhances patient and family trust with our organization and its members. Timely resolution of concerns at the point of care facilitates service recovery, identifies quality solutions, and prevents concerns from developing into complaints that may result in potential and/or actual risk to Southlake's reputation. Complaints that are not resolved at the point of care are to be escalated to Patient Relations.

Patient well-being, confidentiality and autonomy will be respected at all times.

Complaints divided into the following four categories (see [Procedure](#) for category definitions):

1. Minor
2. Intermediate
3. Major
4. Ill-Defined

Taping of meetings and conversations on the Hospital's property or telephone lines is not permitted. Any suspected or real incidents must be immediately reported to Risk Management.

Compliments Management:

It is the responsibility of all staff to ensure that they acknowledge and thank customers when they provide positive feedback.