

Policy No  
Policy Name

GOV-PO-005  
**Complaints Policy**



**SOUTHLAKE**  
REGIONAL HEALTH CENTRE  
FOUNDATION

Created  
Approved by the Board  
Last Revised  
Effective Date

September 2013  
September 21, 2017  
August 28, 2017  
September 22, 2017

## PURPOSE

Ensure that the Foundation responds promptly, transparently and respectfully to complaints by stakeholders.

## DEFINITIONS

Complaint: an expression of dissatisfaction about service, actions or lack of action by the Foundation as an organization or by staff or volunteers acting on behalf of the foundation.

## SCOPE

This policy applies to all Foundation staff and volunteers.

## POLICY

In the interest of all parties, complaints will be addressed promptly and appropriately.

The Foundation will ensure that review of complaints is fair, impartial and respectful to all parties.

The VP, Finance & Operations will ensure a robust, centralized complaint process is in place.

Complainants will be advised of their options to escalate their complaint to a more senior person if they are dissatisfied with treatment or outcome. Ultimately, should a complainant be unsatisfied with the result, they will be advised that their complaint will be reported to Imagine Canada and be provided with the information required for them to also report the complaint directly should they wish.

Complainants will be provided clear and understandable reasons for decisions relating to complaints.

Complainants will be provided with timely updates during any required review process.

The Foundation will keep a database of complaints received and outcomes.

The Foundation Management will review complaints on a timely basis and are expected to use them to assist in improving services, policies and procedures to prevent or mitigate future issues.

Confidentiality of complainants will be respected at all times.

A summary of complaints and outcomes will be reported to the Foundation Board at each meeting. In addition, all complaints and outcomes will be reported to Foundation Board annually. The annual report will include the number, type and disposition of complaints received, as well as a year over year comparison of complaints.

Complaints falling within the parameters measured by Imagine Canada will be reported to them as required to maintain membership.

## EXCEPTIONS

There are no exceptions.

## RELATED POLICIES

GOV-PO-002 Privacy Policy