

<b>RIDEAU COMMUNITY HEALTH SERVICES POLICIES AND PROCEDURES</b>		<b>NUMBER:</b> SD 300
		<b>TYPE:</b> Service Delivery
Policy Owner:	Chief Executive Officer	<b>EFFECTIVE:</b> November 2002
Approved by:	Board of Directors, Leadership Team	
Reviewed:	Oct 2013, Nov 2014, Dec 2016, Jun 2019	
Revised:	Nov 2020; Oct 2021, Dec 2022	

## **CLIENT FEEDBACK – COMMENTS, COMPLIMENTS & COMPLAINTS**

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### **Policy:**

RCHS is committed to welcoming feedback, both positive and negative from the clients and community it serves.

### **Preamble:**

Feedback in the form of comments, compliments and complaints from clients and the community is used to guide program and service delivery. Clients and the members of the community are made aware of their right to provide feedback at RCHS. This information is provided on our website, in written documentation, on waiting room monitors and in our client orientation. RCHS tracks, monitors and responds to client feedback

### **Definitions:**

Comment – can be described as a personal opinion or belief about someone or something

Compliment – an expression of praise, admiration or congratulation

Complaint or negative feedback is an objection to something that is perceived as unfair, unacceptable or otherwise felt not up to standards.

### **Procedure:**

1. Clients have several options for bringing feedback to the attention of RCHS. **(See Appendix A)**  
Anonymous feedback will also be reviewed via:
  - a. Suggestion mailboxes.
  - b. Speaking with employees.
  - c. Written email or letter
2. If any concerns are expressed to a volunteer (including the Board of Directors), the complainant is to be directed to the RCHS website for more information on the complaints process or directed to call reception to speak to the most appropriate person.
3. All feedback in the form of a complaint is investigated and responded to. Employees shall make every effort to resolve complaints as they arise and if necessary, escalate to the attention of the Supervisor. If required to resolve the matter to the satisfaction of the complainant, we will:
  - a. Ensure an initial response is provided to the complainant within three working days or earlier if possible.
  - b. Investigate the circumstances surrounding the complaint
  - c. Notify the employee involved that a complaint has been made if appropriate.

- d. Report back any resolution to both the client and any employee involved within a reasonable time frame.
3. Feedback received via email/mail should be responded to in an expedient manner by the appropriate staff member, Supervisor. We should communicate that we have received their concern and would like to communicate with them directly to receive further information (if indicated) and discuss the concern.
4. If a complaint pertains to a Manager, direct the complainant to their Director; if a complaint is regarding the Director direct the complaint to the CEO and if the complaint is regarding the CEO, direct the complainant to the Director of Corporate Services who will communicate with the Chair of the Board of Directors.

The Board Chair or designate will make every effort to resolve the matter to the satisfaction of the complainant by:

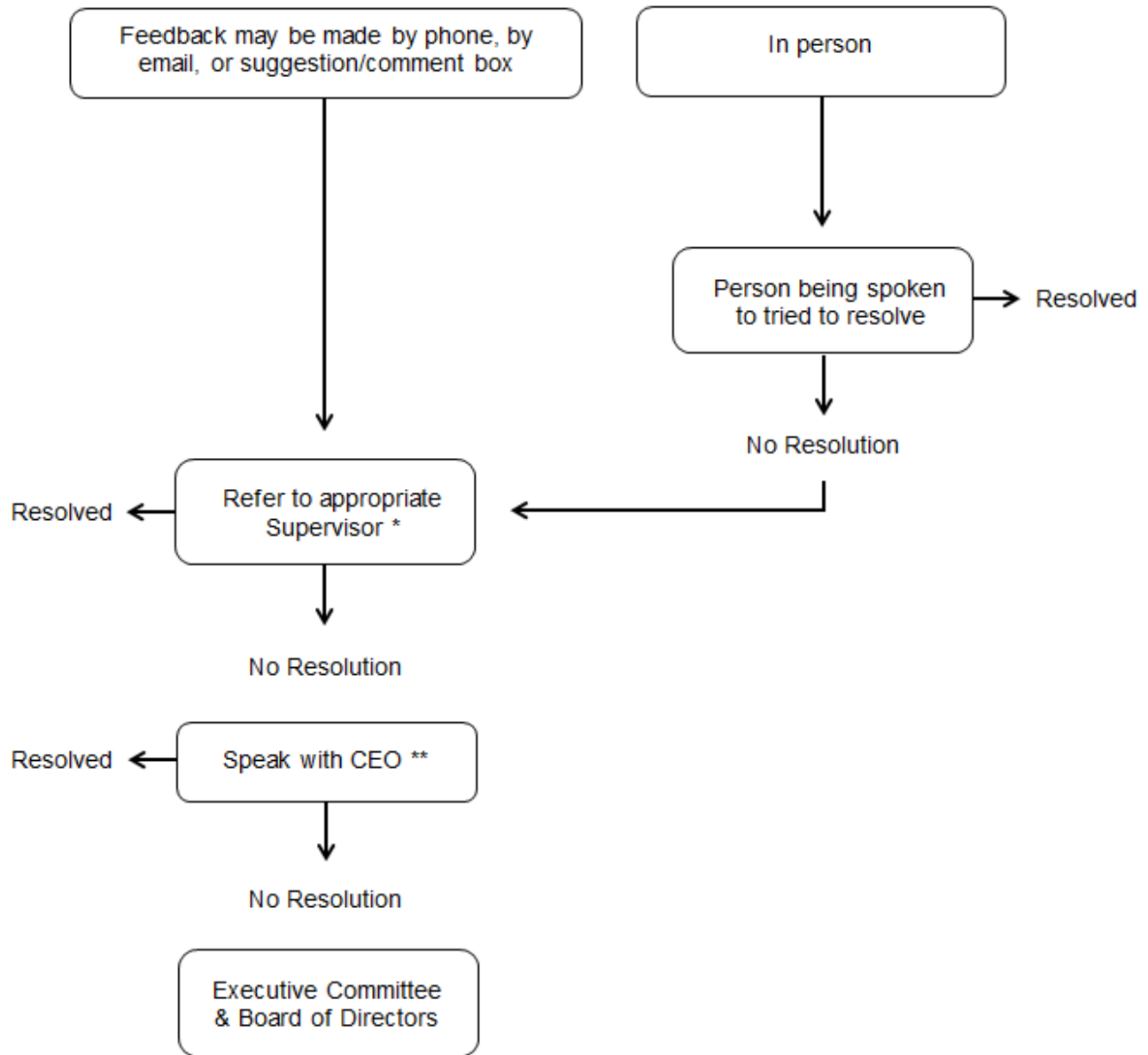
- Notifying the CEO that a complaint has been made
  - Investigating the circumstances surrounding the complaint
  - Reporting to both the complainant and CEO a recommended course of action
  - Completing this process within 14 days.
5. If an investigation is required, it is the expectation that a response will be available within 14 days. Where this is not possible, the Supervisor will let the client/ community member know when a full response will be available.
  6. Complaints that pose a risk to RCHS including significant reputational, operations continuity/projects/ strategic plan, legislative compliance, litigation or significant business interruption shall be escalated to the Board Chair for communication to the Board of Directors. Notification shall be from the CEO to the Board Chair as soon as possible after determining the risk.
  7. Negative feedback regarding the care received from a RCHS Health professional, will be investigated and if necessary, may be directed to the relevant Professional College for regulated health professionals if required as per Policy SD 150: Reporting a Colleague.
  8. If the issue is not resolved, the CEO may inform the Executive Committee to determine the next steps required.
  9. The Management team maintains an excel spreadsheet to record client feedback in the shared drive.
  10. Only where appropriate, the complaint/problem is recorded in the client record. Documentation will include:
    - a. The nature of the problem.
    - b. The precipitating circumstances.
    - c. How the problem/issue was addressed.

d. The client's satisfaction.

11. Client feedback is shared with RCHS Board of Directors in CEO Report quarterly.

**APPENDIX A**

**Procedure for Feedback**



\* If feedback is regarding Manager/Director, send directly to CEO.

\*\* If feedback is regarding CEO, send directly to Director of Corporate Services and Board Chair.

Rideau Community Health Services Contact Information

General Website – [www.RideauCHS.ca](http://www.RideauCHS.ca)

Merrickville Site – 354 Read Street, P.O. Box 550 Merrickville, ON K0G 1N0 Tel: 613-269-3400 Fax: 613-269-4958

Smiths Falls Site – 2 Gould Street, Unit 118 Smiths Falls, ON K7A 2S5 Tel: 613-283-1952 Fax: 613-283-6322

Brockville Site – 100 Strouger Blvd., Unit 107, Brockville, ON Tel: 613-498-1555

Perth Site- 40 Sunset Blvd, Perth, ON, Tel: 613-264-1585