



## **Complaint Policy**

The DRFMC is committed to providing superior, quality service to all patients, vendors and visitors that we interact with daily. In order to do this effectively we need you to provide us with any comments about your experience at the clinic, our service standards, and to tell us when we get it wrong. We strive to resolve, effectively, any complaints or issues that you might expediently.

We treat as a complaint any expression of dissatisfaction with our service which requires a response. We listen to your complaints, manage them in a serious manner, and learn from them as an effective tool to continuously improve our processes.

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### **What is a complaint?**

A complaint is an expression of dissatisfaction, whether justified or not.

#### ***Our policy covers complaints about:***

the standard service we provide

the behavior of our staff

any action or lack of action by staff affecting an individual or group

#### ***Our complaints policy does not cover:***

comments about our policies or policy decisions

matters that have already been fully investigated through this complaints

process, or anonymous complaints

### **Our standards for handling complaints**

We treat all complaints seriously, whether they are made in person or via telephone, email or fax

You will be treated professionally, with courtesy and fairness. We would expect the same courtesy and fairness in your dealings with clinic staff and in your interpretation of events

We will treat all complaints in confidence within the clinic

We will deal with your complaint promptly. We will acknowledge receipt of a written complaint within five(5) business days and we will send you a full reply within 20 business days of receipt.

We will not discriminate any complaint based upon race, colour, creed, gender, disability or any other unjustifiable factor such as language barrier, age or ethnicity.

### **Confidentiality**

All complaints received at the clinic will be dealt with confidentially adhering to the Personal Health Information Protection Act 2004 ( PHIPA)

### **How to Complain**

You can make a complaint to the direct addresses/numbers provided at the conclusion of this policy document.

### **The stages of the complaints procedure**

#### ***Stage 1***

This is the primary resolution stage for complaints received at the clinic. The DRFMC. Complaints involving triaging, booking appointments, wait times are effectively managed by the clinic switchboard and reception team. These staff members are fully trained in clinic protocols and procedures for the specific items identified.

#### ***Stage 2***

If you are dissatisfied with the response at the reception stage, you may request a review by the Operations Manager. The Operations Manager may determine, based on individual circumstances and/or internal criteria, to forward a complaint directly to the Lead Physician.

#### **Caveat**

If the issue/complaint is with a GFHT allied professional the GFHT Coordinator will be informed of the situation immediately. An appropriate course of action to remedy the situation will then be determined.

### **Timescales for handling a complaint**

We strive to complete all complaint investigations as soon as possible. In most instances they will be managed and a reasonable conclusion will be achieved in

the same business day, or the very next. If a complaint is complex it may require an extended period of time to complete a thorough investigation and arrive at a root cause/corrective action scenario. In such cases the complainant will be informed at regular intervals of progress within the investigation process.

### **Remedies**

When we get things wrong we will act to:

- \* accept responsibility
- \* explain what went wrong and why
- \* explain root cause and corrective action implementation

The action we take to correct a behavior or issue between a complainant and the clinic will always default to the following axiom: a complainant should, so far as reasonably possible, be put in the position he or she would have been in, had things not gone wrong.

The remedy needs to be proportionate and appropriate to the elements inherent in the failure in service, and to take into account what is a reasonable response that the complainant should expect to receive. An apology, on behalf of the clinic is normally appropriate and sufficient. In some incidents a more demonstrative approach is required such as a formal letter on behalf of the clinic. In all situations that involve a complaint involving a physician, direct nurse or allied professional, the physician will be informed directly and a message included in the patient chart indicating the issue with root cause/corrective action(s). For incidents/issues involving allied professionals the Operations Manager will relay all pertinent information to the resident GFHT Coordinator. The GFHT Coordinator will confer with the Clinic Operations Manager to determine the most appropriate course of action and manage the root cause/corrective action process, up to and including direct communication with the complainant.

### **Comments**

Quality of service is an important key indicator in a patient based business. Complaints are an invaluable learning/coaching tool to develop staff effective, positive processes and to nurture a professional environment for our patients/vendors and guests who use our services. We would also welcome patient input when we do things well. If you have a comment, positive or negative, we would like to know. All comments are reviewed and discussed at the clinic management level.

You can make your comments by utilizing the contact information provided in this document. In person, via telephone or by utilizing email. We will use your comments to help improve our daily processes.

**Contacting us**

All complaints and requests for review under our complaints procedures should be forwarded to the following:

Dawson Road Family Medical Clinic

83 Dawson Road

Guelph, Ont.

N1H 1B1

Attention : Kevin McGuirk – Operations Manager

Email: [kevin.mcguirk@drfmc.ca](mailto:kevin.mcguirk@drfmc.ca)