



Policy Name:  <p style="text-align: center;"><b>COMPLAINT MANAGEMENT</b></p>	Policy Number:  <p style="text-align: center;"><b>0912</b></p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">October 14, 1999</p>
Reason for Revision: <span style="float: right;">Click on item below and select item from list.</span>  <p style="text-align: center;"><b>CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</b></p> <p style="text-align: center;">New format being used. Removed references of Canada &amp; Bermuda THQ</p>	Date Revised: <p style="text-align: center;">October 5, 2021</p>  Next Date for Review: <p style="text-align: center;">October 5, 2024</p>
Section: <p style="text-align: center;">Section 09 - Administration</p>	Page No:  <p style="text-align: center;"><b>Page 1 of 4</b></p>

## Policy

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The Salvation Army Agapé Hospice is committed to immediate, fair, accurate and confidential responses to concerns and complaints. Residents will not experience any adverse consequences to their health care as a result of the receipt of and/or investigation of concerns.

All concerns and complaints will be documented on the Complaint Management Form unless the complainant has requested information to be kept confidential. Note: if information obtained could result in harm to complainant or others, immediate disclosure must be made to the Nursing Lead/ Executive Director and may be forwarded to appropriate department leader. ***The Complaint Management Form can be found or accessed on the second floor table by the stairwell, the Lily Pad, the Nursing Station file cabinet, and the Photocopy Room on the first floor.***

This policy encompasses residents, family members, and visitors as well as the general public who may register concerns or complaints.

### **REQUIRED FORMS AND EQUIPMENT REFERENCES**

Electronic forms location – FORMS  
 Hardcopy forms location – Nursing Station file cabinet

EMAC Complaint Form  
 Concerns/Complaints Reference Sheet – Appendix A  
 Complaint Management Form

### **CROSS REFERENCES**

Employee Management Advisory Committee  
 The Salvation Army Operating Policy 7907 – Respect in the Workplace



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## REFERENCES

Alberta Health Services. (2012). PRR-02 Patient Concerns Resolution Policy. September 4, 2012.

Alberta Health Services. (2012). PRR-02-01 Patient Concerns Resolution Process. September 4, 2012.

## PROCEDURE

1. All documentation is to be completed on the Complaint Management Form. The Executive Director will keep original documentation. Copies may be kept with the appropriate manager.
2. Concerns/complaints received via telephone, electronically, written letter or in person will be documented on the Concern/Complaint Management Form or the form may be completed directly by the complainant.
3. The completed form will be sent to the appropriate supervisor, or the
  - a. Executive Director who will investigate and assign the severity level and follow up according to the Level's indicated below.
4. Complaints received after hours must be reported to the Charge Nurse for follow-up. The Department Lead will be made aware of the complaint/concern on next working day.

The following levels are to be used in the event of a concern or complaint (defined as an expression of dissatisfaction), regarding care, official procedures, or business matters at Agapé Hospice; and/or business matters or official procedures of The Salvation Army. Levels are based on severity of the concern or complaint and actions required to resolve the concern or complaint.

### **Level 1**

Verbal Complaint (informal) – The responsible person will immediately acknowledge the complaint and will investigate and take action if appropriate. The Department Leader will be advised of the action taken and will follow up with the complainant to ensure resolution within *three working days*. If unresolved, the complainant will be advised to file a formal complaint.

Written Complaint (formal) – The complaint form will be given to the supervisor, who will advise the Executive Director. The supervisor will contact the complainant and acknowledge receipt of the complaint within *three working days*.

1. *Issue causing harm, public relations, or legal concerns* – the complaint will be advanced to Level 3 and the Executive Director will investigate and action.



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2. *Complaint involving the performance of an employee* – the Nursing Lead/Department Lead, in collaboration with the Employee Relations Manager will investigate and action.
3. *Complaint involving the performance of a volunteer* – the Department Lead, in collaboration with the Volunteer Programme Coordinator will investigate and action.

## Level 2

If complaint unresolved in point “2” or “3” the Nursing Lead or Support Services Manager will investigate and action as appropriate. Consultation with the Executive Director regarding investigation and follow-up will occur. Complainant will receive a response *within ten days*.

## Level 3

If the complaint is unresolved in part “1” or remains unresolved in “2” or “3”, the Executive Director will investigate and follow-up. A written reply will be sent to the complainant *within seven days* with copies to The Salvation Army Territorial Headquarters, and Alberta Health Services (Calgary Zone) as appropriate.

## Level 4

If the complaint is unresolved at Level 3, the Complainant will be given information of further options available to them:

### FURTHER OPTIONS FOR RESIDENTS, FAMILIES, AND VISITORS:

- The Salvation Army: Alberta & Northern Territories Divisional Headquarters  
Telephone: 780 423-2111
- Protection of Persons in Care  
Telephone: 1-888-357-9339
- Alberta Health Services, Calgary Zone, Office of Patient Relations  
Telephone: 1-855-550-2555
- Alberta Ombudsman  
Telephone: (Edmonton) 780 427-2756 or  
Telephone: (Calgary) 403 297-6185

### FURTHER OPTIONS FOR STAFF AND VOLUNTEERS:

- The Salvation Army: Alberta & Northern Territories Divisional Headquarters  
Telephone: 780 423-2111



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## APPENDIX A

### **Concerns/Complaints Reference Sheet**

#### COMPLAINTS FROM RESIDENTS AND FAMILIES:

1. Speak with the caregiving staff or the Nursing Lead. You will be offered a Complaint Management form to be filled out.
2. If not resolved, please speak with the Nursing Lead.
3. If not resolved, please speak with the Executive Director.
4. If remains unresolved, give the options outlined in Policy #0912 (point #4).

#### COMPLAINTS FROM STAFF AND VOLUNTEERS:

1. Speak with the immediate person in charge of that department.
2. If not resolved, go to their Supervisor or the Employee Relations Manager.
3. If not resolved, go to the Executive Director.
4. If remains unresolved, they have the options outlined in Policy #0912. Staff and Volunteers complaints can be handled by:

The Divisional Commander:                      The Salvation Army  
Alberta and Northern Territories  
Divisional Headquarters  
9618 101A Avenue  
Edmonton, AB T5H 0C7  
Ph# 780 423-2111