



TITLE:	Complaints (Patient Care and Other)		
Manual/Policy#:	MRHA Boards of Directors # III-6	Entity:	AGH/ CPDMH
Original Issue:	AGH: April 2014 CPDMH: December 2011	Issued by:	Allied Boards Chair and Allied Boards Secretary
Previous Date Reviewed:	September 2024	Approved by:	Allied Boards of Directors
Last Date Reviewed:	September 2025	Cross Reference(s):	

1. POLICY STATEMENT:

It is important to patients, their families, and the community at large that all complaints are dealt with in a timely, impartial and confidential manner. Consistent with the Excellent Care for All Act (ECFAA), it is the policy of the Allied Boards to support and monitor the Almonte General Hospital Corporation (including Fairview Manor and Lanark County Paramedic Service) and the Carleton Place & District Memorial Hospital Corporation ("the Corporations") patient relations process to ensure facilitation, mediation and resolution of complaints. The Allied Boards will not investigate, manage a follow up or receive anonymous information about complaints for the purpose of overseeing the quality of care, individual complaint letters or reports.

2. SCOPE:

This policy applies to complaints related to patient/resident care at the Almonte General Hospital Corporation (including Fairview Manor and Lanark County Paramedic Service) and Carleton Place & District Memorial Corporation or other matters that are received by a Director of the Allied Boards or an Allied Boards committee.

3. GUIDING PRINCIPLES:

N/A

4. DEFINITIONS:

N/A

5. PROCEDURE:

The identification, investigation and management of individual patient/resident, family, staff, medical staff and/or volunteer feedback or concerns is undertaken by staff of the Corporations through a process for which the President & CEO (CEO) bears responsibility.

A written complaint related to patient/resident care or any other matter that is received by a Director of the Allied Boards or an Allied Boards committee will be sent to the

Office of the CEO. The complaint will be managed from this point forward by the CEO's office (or designate).

Should a concern be addressed to a Director of the Allied Boards or a committee member verbally, the Director should accept the feedback with thanks and, to avert the potential for unintended errors in message transmission by the member, encourage the complainant to forward it directly to the CEO whose responsibility it is to ensure that it is addressed.

If the complaint is about the CEO or about a Chief of Staff (or acting in their capacity as Chief of Staff), it will be given to the Allied Boards Chair on behalf of the Allied Boards Executive Committee. The Allied Boards Executive Committee will take responsibility for addressing the complaint and will report to the Allied Boards only those details necessary for their oversight of the CEO or Chiefs of Staff.

If the Corporation receives a complaint which is deemed to have a potential public relations risk, the CEO or designate will notify the Allied Boards of Directors as necessary.

6. REFERENCES:

N/A

7. APPENDICES:

N/A

Evaluation

This policy will be reviewed annually.