



## Patient Complaints

### 1. Purpose

The purpose of this policy is to provide a clear and effective procedure for addressing patient complaints at GROW Family Health. This policy aims to ensure that all complaints are handled with respect, promptness, and fairness, ultimately improving patient satisfaction and service quality.

### 2. Scope

This policy applies to all patients, their families, and caregivers who wish to raise concerns or complaints about the care or services provided at GROW Family Health.

### 3. Procedure for Filing a Complaint

#### 3.1 Submitting a Complaint

- Patients can submit complaints in writing, via email, or verbally. Complaints can be made directly to any staff member, or more formally at: [admin@prismahcc.ca](mailto:admin@prismahcc.ca)

#### 3.2 Required Information

- When submitting a complaint, patients should provide as much detail as possible, including:
  - The nature of the complaint
  - Date and time of the incident
  - Names of any staff involved
  - Any relevant documentation or evidence

### 4. Handling and Investigation

#### 4.1 Acknowledgment

- Complaints will be acknowledged within 10 business days of receipt. The acknowledgment will include information about the next steps in the process.

#### 4.2 Investigation

- All complaints will be investigated promptly and thoroughly. This may involve reviewing relevant documentation, interviewing staff members, and gathering additional information as needed.

#### 4.3 Resolution

- Patients will be informed of the outcome of the investigation within 10 business days of completing the review. The resolution may include an explanation, an apology, corrective actions taken, or other appropriate measures.

### 5. Confidentiality

#### 5.1 Confidential Handling

- Complaints will be handled confidentially, with information shared only with those directly involved in the investigation and resolution process.

#### 5.2 Record Keeping

- A record of the complaint and its resolution will be maintained in accordance with clinic policies and applicable privacy laws.



## 6. Monitoring and Improvement

### 6.1 Monitoring

- The clinic will monitor and review complaints to identify trends and areas for improvement in patient care and services.

### 6.2 Policy Review

- This policy will be reviewed annually and updated as necessary to ensure continued effectiveness and compliance with relevant regulations and best practices.

## 8. Contact Information

For further information or assistance with filing a complaint, please contact: [admin@prismahcc.ca](mailto:admin@prismahcc.ca)

This policy is designed to ensure that patient complaints are addressed effectively and fairly, fostering a positive and responsive environment at GROW Family Health.

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