

Family Health Team

SECTION 1 – Complaints**1.01 Complaints Resolution Process for Patients of Taddle Creek Family Health Team (TC FHT)****Policy**

As a patient of TC FHT, you have the right to safe treatment, respect, privacy, and active participation in your care and treatment. Please see our *Patient Rights and Responsibilities Information* (on our website) for more information about our commitment to your care.

You are also entitled to access our complaints resolution process. If you have concerns about the care you have received or the services we have provided, you have the right to ask questions, make suggestions and make a complaint without fear that doing so will have a negative impact on your care.

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person involved. If your problem cannot be sorted out in this way you can make a formal complaint. Ideally, you will let us know within a matter of days or weeks because this will enable us to establish what happened more easily and respond in a timely way.

Procedure***Where to Make a Complaint***

You can make an informal complaint to any of the following people:

- Your Primary Care Provider (physician/nurse practitioner)
- Other individual(s) who provided a service to you
- Front desk receptionist

If these individuals are unable to resolve your complaint, you can make a formal complaint, in writing, to Taddle Creek Family Health Team's Executive Director. It is important the complaint be in writing so we are clear about your concern(s) and we can tailor our response to your issues. It will be a great help if you are as specific as possible about your complaint.

Our Process for Resolving Complaints

If you have made a formal complaint, the Executive Director will:

- Acknowledge and discuss your written complaint with you
- Explain the complaints resolution process to you
- Inform you of the progress of your complaint
- Attempt to facilitate a fair, speedy and efficient resolution of your complaint

All complaints/resolutions will be consistent with our *Patient Rights and Responsibilities* (on our website).

Note: You have the right to have a person of your choice support you through the complaint process.

The Executive Director (or delegate) will acknowledge your complaint ideally within five working days and aim to look into your complaint within ten working days of the date your complaint was received in writing. The Executive Director will then be in a position to offer you an explanation or a meeting with the people involved. Of course, some complaints can be complicated to investigate and resolve, and in those cases we may need more time and may require the assistance of the FHT's Lead Physician. The Executive Director will keep you apprised of our estimated timelines.

When we look into your complaint, we will aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology where one is appropriate.
- Identify what we can do to make sure the problem does not happen again.

The ultimate goal of our conflict resolution process is the continuation of a good therapeutic relationship so that you can continue to receive health care services in a manner that is responsive, efficient, safe and sensitive to your needs.

Note: If your complaint involves the Executive Director or the Lead Physician, the Chair of the Board of Directors will be notified and may choose to process the complaint personally or delegate the responsibility.

Internal Reporting

Semi-annually we provide an anonymous (no names) report to TC FHT's Board of Directors on any compliments and complaints we have received.

Providing Feedback

You may also wish to participate in our annual Patient Care Survey as a mechanism to provide feedback. Every fall we ask all our patients to provide us

with anonymous feedback so that we can hear what is working well and how we can improve. We share both positive and constructive feedback with our whole team. If you would like to provide feedback in a more timely fashion, visit our website (<http://taddlecreekfht.ca>) under the contacts page.

Complaining on Behalf of Someone Else

We understand that family members and friends play important roles in advocating for our patients. If you wish to file a complaint on behalf of your family member or friend, please note that we have rules that we must follow with respect to privacy and patient confidentiality under the *Personal Health Information Protection Act, 2004*. We will need to know that you are acting with the person's permission. A note, signed by the person concerned, will be needed unless you are the individual's substitute decision maker in which case evidence of this will be required.

Other Avenues for Advocacy and Review

We hope that if you have a problem you will use our complaints resolution process. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice. However, this does not affect your right to make complaints through other avenues if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

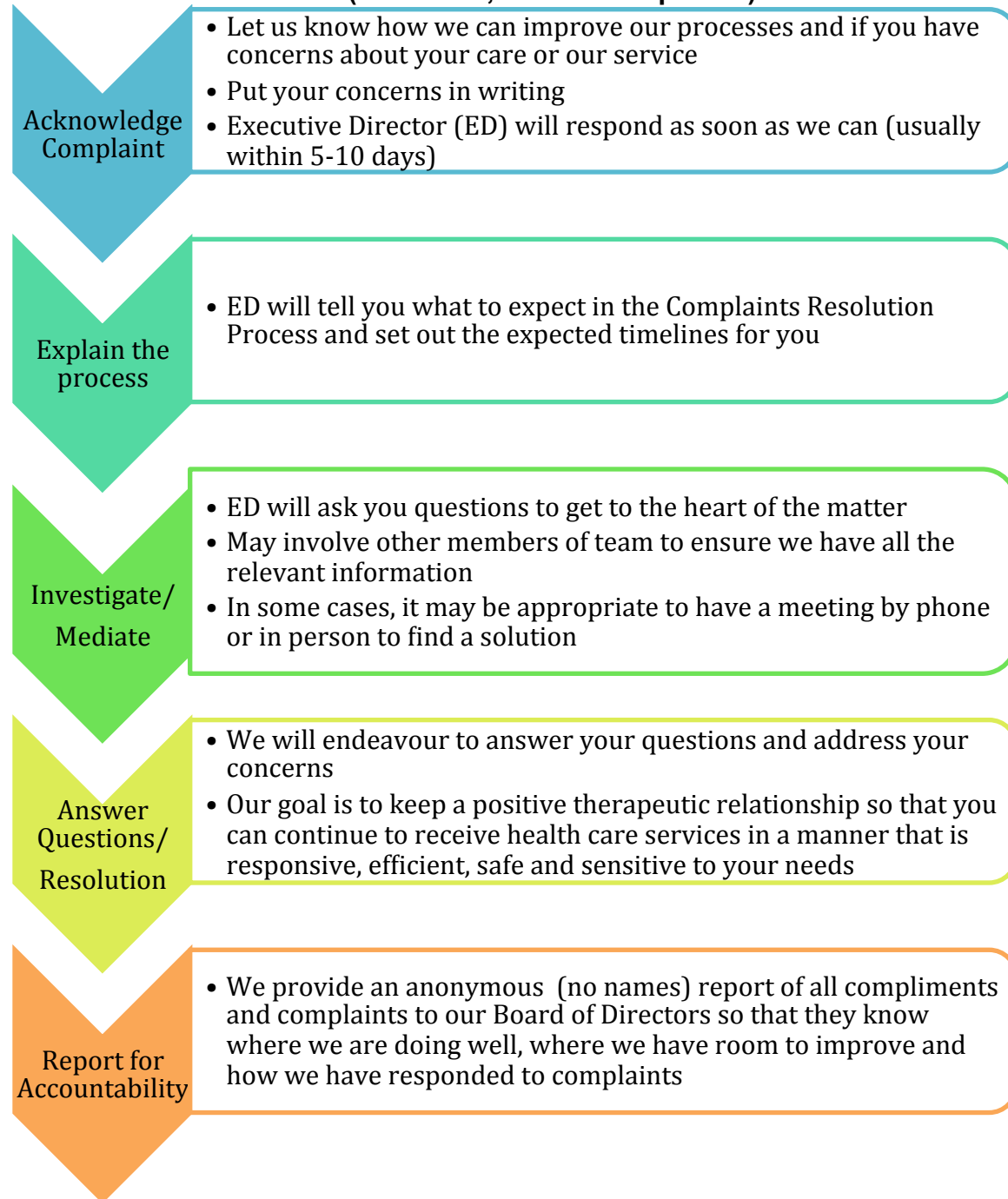
Most health care providers you will see at TC FHT are regulated practitioners who belong to a governing or regulatory college. Health professional colleges are established to protect the public and by law must have a process to address your complaints. Each college gives detailed information about making a complaint and will assist you if you need help. When you contact the college, ask for their complaints department.

If you have a privacy concern, you may wish to contact the Information and Privacy Commissioner of Ontario. Please see our *Privacy Policies and Procedures* (on website under Patients, Patient Policies and Procedures) for more information.

Questions about our Complaints Resolution Process

If you have questions about our process, please contact Programs & Administration Office (416-260-1315, ext. 0) to make an appointment with the Executive Director.

Our Complaints Resolution Process (for formal, written complaints)



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