

<b>Kemptville District Hospital Nursing Departmental Policy Manual</b>	
Title: <b>RESPONDING TO RESIDENT/REPRESENTATIVE COMPLAINTS</b>	Policy Number: I-R-30
	Date Approved: 08/06
Approval: <u><i>J. Ellis</i></u> VP Nursing/Clinical Services, CNO	Revision Dates: October 2006, April 13, 2016 July 2021. April 2022

**PURPOSE:**

The intent of this policy is to outline a framework for responding to and reporting on complaints from residents or their representatives.

**POLICY:**

1. On admission to the KDH Interim Long-Term Care home, each resident/representative shall be informed in writing of the processes of obtaining information, raising concerns, making complaints or recommending changes regarding the Unit and/or its services.
2. Complaints about the care of a resident or operation of the KDH Interim Long-Term Care home may be made either verbally or in writing to a member of staff, the Team Leader or Manager of the Unit, the VP of Nursing, or the Residents' Council.
3. Complaints can also be made to the Ministry of Long-Term Care by phone or letter, and contact information for the Ministry and Ombudsman will be provided on admission and posted in plain sight within the home. See Appendix A.
4. The KDH Interim Long-Term Care home will investigate and, where possible, resolve complaints within 10 business days of receiving the complaint. When this is not possible, the home will acknowledge the complaint in writing and provide a date by which the complainant can reasonably expect a resolution.
5. In situations where a complaint alleges harm or risk of harm to one or more residents, the complaint is reported to the Ministry immediately and the complainant is made aware that this has occurred. The investigation is also started immediately.
6. All complaints must be responded to in writing and include an explanation of what has been done to resolve the issue or why the home believes there is no cause for concern/complaint. Responses include contact information for the Long-Term Care Family Support and Action Line for making complaints about LTC homes and the contact information for the Patient Ombudsman (Appendix A).

**PROCEDURE**

1. When a resident/representative has a suggestion, request or complaint, they should make this known to a member of staff, the Team Leader or Manager of the Unit, the VP of Nursing, or the Residents' Council.

2. Alternatively, residents/representatives may call the Family Support Action Line at 1-866-434-0144 (08:30-7:00pm, 7 days a week or submit a letter by mail to the Director of Performance Improvement and Compliance Branch, Ministry of Health and Long-Term Care, 11<sup>th</sup> Floor, 1075 Bay Street, Toronto, Ontario, M5S 2B1.
3. Staff being informed of a suggestion; request or complaint will complete the Patient/Family Complaint Form (Form #15).
4. Nursing staff involved will document the investigation and make notes on the form. Nursing staff members will also note the initial complaint in the patient's progress notes and indicate that Form 15 has been initiated.
5. The form will be forwarded to the VP Nursing/Clinical Services or delegate immediately.
6. The VP Nursing/Clinical Services or delegate will review the suggestion, request or complaint, and the notes on the investigation.
7. The VP Nursing/Clinical Services or delegate will respond within 10 days to the resident/representative, indicating possible plans of action. In situations where the complaint cannot be resolved within 10 days, the VP Nursing/Clinical services will provide a written explanation of why, to the complainant. A date of when the complaint is likely to be resolved will also be included along with contact information for Family Support Action Line and patient Ombudsman.
8. All complaints received shall be documented, including a list of the issues, date expressed, date any follow up action is taken, final resolution, if any, and date feedback was provided to the complainant. Further responses from the complainant must also be documented.
9. The Ministry of Long-Term Care shall receive a copy of all written complaints received by the KDH Interim Long-Term Care Unit, including a description of follow-up actions taken.
10. Complaints are reviewed by the VP Nursing/Clinical Services and Manager of Nursing services, quarterly. The review examines possible trends in complaints and any actions take by the home to address. A written documentation of the review must be kept.

#### References

Fixing the Long Term Care Act, 2021, c. 39, Sched. 1, s. 203

Ministry of Long Term Care (2022). Complaints fact sheet. Retrieved from [5. Complaints Fact Sheet - EN.pdf \(ltchomes.net\)](#)

Appendix A

**Ministry of Long Term Care Contact Information**

**1. Long-Term Care Family Support and Action Line**

Toll Free: 1-866-434-0144  
08:30-7:00pm, 7 days per week

**2. Write to the Ministry**

Director  
Long-Term Care Inspections Branch

Long-Term Care Operations Division  
119 King St. W, 11<sup>th</sup> Floor  
Hamilton, ON  
L8P 4Y7

3. **Patient Ombudsman**  
Toll Free: 416-597-5371

Appendix B

**Patient/Family Complaint Form**

**Pathway to Access:**

K:Drive->Forms\_Templates->Form#15->Patient/Family Complaint Form