

<p style="text-align: center;">Meadowood Manor</p>  <p style="text-align: center;">GENERAL POLICY MANUAL</p>	Policy Name: Complaints	Policy # GPM-C40	Page: 1 of 3
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	Issued By: L & P Committee Date: March 2002	Reviewed Date: February 2024	

PREAMBLE

Meadowood Manor is committed to providing quality health services, and as such has established a process to manage complaints that is embedded in the principles of Continuous Quality Improvement.

PURPOSE

1. To be responsive to the needs and expectations for residents, families, and visitors.
2. To provide appropriate avenues to direct formal complaints received from residents, families, and visitors.
3. To provide a timely and effective complaint management process.
4. To ensure continuous improvement in the health services delivered by Meadowood Manor across the continuum of care. The complaint(s) received from residents, families, and visitors will be collected and analyzed in a consistent manner and the information will be used for programs and facilities to evaluate and determine appropriate course of action to improve the quality of care or services delivered.

DEFINITION

A formal complaint is defined as relating to any and all situations and issues in which the care, services, or environment are considered unsuitable by the complainant.

POLICY

1. All formal complaints must be in writing, signed by the complainant, and submitted to the appropriate individual(s) following the outlined reporting structure (see Formal Complaint Process Flowchart).
2. The initial complaint must be handled as close to the source of the complaint as possible (see Formal Complaint Process Flowchart).
3. All formal complaints must be responded to/acknowledged in two (2) business days of receipt of the complaint.
4. Supervisory staff receiving a formal complaint must inform their department manager within 24 hours of receiving the formal complaint.
5. Resolution of formal complaints shall occur within 10 business days of intake. Both satisfactory and unsatisfactory resolutions must be documented.

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6. Complaints that are unsatisfied with the resolution of their complaint may, if they so choose, submit their complaint to the next individual/contact as outlined on the complaints process flowchart (see Formal Complaint Process Flowchart).
7. Department managers are responsible for reporting all formal complaints to the CEO.
8. All complaints forwarded to the WRHA shall be addressed as per WRHA policies and procedures.
9. All formal complaints are tracked through Meadowood Manor's CQI Program.

Protection for Persons in Care Office (PPCO)

1. ***The Protection for Persons in Care Act (the Act)* is a law to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility.**
2. If a resident, family member, advocate or staff member reasonable believe abuse has occurred, or is likely to occur, it is mandatory to report these concerns as soon as possible to the PPCO through the RL6 reporting system.
3. The PPCO of Manitoba Health receives and investigates reports of suspected patient/resident abuse.

Inquiry/Investigation Process:

1. After receiving a report of suspected abuse, the PPCO inquires into the matter.
 2. Where there is reason to believe that abuse has occurred, or is likely to occur, the matter is quickly investigated.
 3. Under the law, a health facility operator may be required to take action as a result of this investigation.
 4. Where necessary, referrals may be made to a professional regulatory body for further review of the actions of professionals identified as persons who have abused.
 5. Any failure to comply with the Act, including intentionally making a false report, may result in charges being laid and fines imposed.
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FORMAL COMPLAINT PROCESS FLOWCHART

