


Meadowood Manor  General Policy Manual	Policy Name: Care & Services Concern Policy	Policy Number GPM – C40B	Page: 1 of 1
	Approval Minute: L&P Team January 30, 2007	Department: General Policy Procedure	
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POLICY

Complaints, issues and concerns are to be reported on the Resident/Family Care & Services Concern Form. The report form is to be completed by residents, and/or family members. All report forms are confidential and will in no way adversely affect the individual(s) submitting the form.

LOCATION

The Care & Services Concern Form is available at the Main Reception area and on each nursing unit.

FEEDBACK

To ensure a response, please make sure that your name appears on the Resident/Family Care & Services Concern Form along with all pertinent contact information. All report forms are to be responded to within 8 business days of receipt with a resolution or plan of action, outlined within 10 business days of receipt.

PROCEDURE

To ensure that all issues and concerns are dealt with in a timely manner, the following procedure must be followed:

1. Complete the Resident/Family Care & Services Concern Form and submit the form to the Administration Assistant during regular business hours or to the charge nurse during evenings and weekends.
2. The Administration Assistant will give the forms to CEO for review & distribution.
3. The applicable department manager is responsible for responding within 2 business days to the individual submitting the form – where name indicated.
4. The applicable department manager reviews and responds to the original report and gives a proposed resolution to the CEO.
5. A resolution to the issue/concern is completed by the authorized individual(s) within 10 business days.
6. The CQI Committee tracks issues/concerns on a monthly basis for CQI purposes and uses the information to improve services and programs.