

Title:	<b>Patient Complaints</b>	Policy Number	1.5
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Section 1	Administration	Revision Date:	
Approved by:	Board of Directors		

## **POLICY**

The Lakeview Family Health Team is committed to improving the quality of programs and services on a continuous basis. The Board is accountable for ensuring that a process is in place to manage patient complaints and service concerns.

## **PURPOSE**

The Board recognizes the importance of the patient input in continuous improvement of the quality of programs and services.

The quality and standards for patient care align with the Vision, Mission and Values of the organization and will be supported by the Business goals and objectives of the Lakeview Family Health Team.

## **PROCEDURE**

All complaints will be summarized, tracked and reported quarterly to the Quality Improvement Committee.

A complaint that is received verbally and/or in writing will be managed using the following process

1. The Executive Director and the Board Chair will have the complaint communicated to them
2. The original complaint will be documented if received verbally, otherwise the letter of concern will be reviewed by the Executive Director
3. The complaint will be managed from this point forward by the Executive Director and/or delegate.