

AFM1 – ADMINISTRATION AND FINANCIAL MANAGEMENT POLICIES

Incidents, Concerns or Complaints

NUMBER: AFM-1.6

APPROVED: September 2016

LAST UPDATE: April 2023

PURPOSE:

To ensure that clients and/or caregivers have a mechanism by which incidents, concerns or complaints regarding the service provided from Dundas County Hospice may be reported and addressed.

To ensure that employees, board members, volunteers, visitors and independent contractors have a mechanism by which incidents, concerns or complaints regarding any aspect of the operations of Dundas County Hospice may be reported and addressed.

POLICY:

In order to receive and process incidents, concerns or complaints about the services and programs provided or any aspect of its operations, Dundas County Hospice has a procedure that addresses incidents, concerns or complaints made to it by a person including, but not limited to, any of the following matters:

- Ineligibility for or termination of service or exclusion of a particular service from the personalized Care Plan
- Quality of service provided
- Suspected harassment/abuse
- Violation of a client's rights
- Violation of an employee's/volunteer's/donor's rights

PROCEDURE:

- 1.0 All incidents, concerns or complaints from clients, caregivers, or volunteers must be directed to the Director of Client Services who will complete an Incident, Concern or Complaint Form. If appropriate, a copy of the completed form will be added to the client's confidential file. All Incident, Concern or Complaint forms will be maintained in a separate file.
- 2.0 All incidents, concerns or complaints from employees, board members, donors or any other stakeholder must be directed to the Executive Director who will complete an Incident, Concern or Complaint Form. If appropriate, a copy of the completed form will be added to the employee's or board members' confidential file. All Incident, Concern or Complaint forms will be maintained in a separate file.
- 3.0 If the incident, concern or complaint is easily resolved, the Director of Client Services will amend internal procedures accordingly and inform those involved.
- 4.0 The Executive Director will be informed about all incidents, concerns or complaints for review and follow up, as required.
- 5.0 If the incident, concern or complaint cannot be resolved, the Executive Director may decide to bring it to the attention of the Board of Directors.
- 6.0 All incidents, concerns or complaints will be tracked and reported. These reports will be reviewed and reported to the Board of Directors at least quarterly in order to improve the quality of services and programs.