

Waterloo Region Nurse Practitioner-Led Clinic

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PURPOSE

To ensure that any patient of Waterloo Region Nurse Practitioner Led Clinic (WRNPLC), past or present, has the right to fair process in providing feedback and/or to file a complaint without fear of reprisal and that respondents are appropriately informed of allegations and are given the opportunity to respond. This policy and procedure will always be available, and a copy will be provided to any individual if requested.

SCOPE

All WRNPLC employees and patients

POLICY

Complaints may include but are not limited to:

- the standard of the service we provide.
- the behavior of our staff, and
- any action or lack of action by staff affecting an individual or group.

**This policy does not cover complaints about our policies or policy decisions.*

Complaints may be made verbally, in writing, or by the complainant's substitute decision maker. Only complaints made in writing will be responded to in writing. Anonymous complaints will not be considered.

Complaints from patients will be taken seriously and will be investigated promptly. All complaints will be considered on their merits, and there will be no victimization of a complainant. Ongoing care or provision of services will not be affected by the presence of a complaint.

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Patient Complaints

All complaints will be dealt with in confidence. Patient information will be shared with only those staff who need to know.

Complaints must be made within one year after the subject matter of the complaint coming to the attention of the complainant or WRNPLC.

If the Leadership Team is not able to successfully address the complaint, the Board Chair will be consulted.

PROCEDURE

Patients are encouraged to discuss any concerns with their provider as a first step.

Any staff member who receives a complaint shall be empowered to resolve it immediately and informally as they are able.

Complaints shall be directed to the Administrative Lead, including verbal complaints first made to a staff member. The complainant will be contacted promptly (normally within 3 business days) unless the complainant has indicated to the staff member that they do not wish to be contacted and/or pursue the matter any further.

The Clinical Lead and/or Administrative Lead shall endeavour to resolve the complaint within 10 business days.

If the complaint is resolved at this stage, it shall be recorded in either an incident report or as a message in the patient's chart.

If the issue is not resolved to the complainant's satisfaction, the Leadership Team will inform the Chair of the board of directors.

No confidential information shall be disclosed to the Board of Directors without the written authorization of the complainant. The Clinical Lead and/ or the Administrative Lead will forward an *authorization to release confidential information* form to the complainant, if required.

Patients will be always treated with courtesy and fairness. It is expected that patients are courteous and fair in dealing with staff (please refer to Patient Code of Conduct)

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Patient Complaints

Rights of Complainant

A complainant who wishes to pursue a formal complaint shall be provided with a copy of this policy and procedure. The complainant's rights during the complaints process include:

- The right to make a complaint in writing if the complaint was initially made verbally. A representative, substitute decision-maker or representative may assist the complainant with their complaint.
- The right to privacy/confidentiality
- The right to receive a copy of the final report and recommendations relating to the complaint prepared by any outside mediators/advisors involved in the investigation.

High quality care is the standard of WRNPLC. We believe that learning from complaints is a powerful way to help develop and increase trust between staff and patients. If we are not aware of your concerns, we are unable to resolve them. We also appreciate knowing when we do things well! You can make your comments by phone, email, our website through the Patient Experience Survey, or by writing to us.