

ISSUED BY: BOARD OF DIRECTORS

MANUAL DISTRIBUTION:  
ADMINISTRATIVE

APPROVED BY: CEO

  
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CATEGORY: PATIENT & COMMUNITY  
RELATIONS

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**COMPLAINTS AND/OR CONCERNS: HANDLING OF  
PATIENT/CLIENT/FAMILY/VISITOR**

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There may be times when you need to voice a concern.

Upon receiving a complaint or concern from a patient/client, family or visitor that cannot be mutually resolved, a staff member will:

1. Give assurance to the complainant that the complaint will be investigated promptly by the appropriate person and that results of the investigation will be communicated to the complainant as soon as possible.
2. Encourage the complainant to submit their complaint in writing.
3. Document the complaint, prepare an incident report if necessary, and forward to the appropriate manager **within 24 hours**.

The Manager will:

1. Investigate the incident/complaint.
2. Speak to the complainant and seek mutual resolution. Report results of the investigation and remedial action. In consultation with the Functional Director, a written response will be forwarded to the complainant as required.
3. If the complaint is not resolved, indicate to the complainant that the concern will be sent to the appropriate Functional Director.
4. Notify Functional Director and forward appropriate documentation within 24 hours.

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The Functional Director will:

1. Attempt to resolve the complaint to the satisfaction of the complainant.
2. Provide feedback to manager and staff.

If the staff or manager on the unit or the department have been unable to help address your concerns, you may wish to contact the Assistant Administrator, Nursing Services, or delegate to help resolve your concerns in a confidential manner.

You may contact us via e-mail: [info@senhosp.ca](mailto:info@senhosp.ca)

You may contact us via telephone:

Pauline Fréchette-Keating, Assistant Administrator, Nursing Services, at (705) 337-4003 and Cheryl Cloutier or delegate, Administrative Assistant, at (705) 337-6111 Ext. 2121.

If you are calling outside of business hours, please leave a message with your name and contact information. Your call will be returned within one business day.

You may contact us in writing by sending your comments to:

Patient Relations  
Sensenbrenner Hospital  
101 Progress Crescent  
Kapuskasing, ON  
P5N 3E5