

Residential Hospice of Grey Bruce Inc. Nursing Manual	DIVISION: Nursing CATEGORY: Hospice Residence	POLICY NO: 1-R-27
ISSUED BY: Executive Director	SUBJECT: Lodging a Complaint	PAGE NO: 1 of 1

POLICY:

The Residential Hospice of Grey Bruce shall have a process that allows patients/ representatives to obtain information, raise concerns, lodge a complaint or recommend change regarding the facility and its services.

PROCEDURE:

1. Discuss the issue with a Registered Nurse at the Hospice.
2. Discuss the issue with the Residential Care Coordinator/Executive Director.
3. All suggestions, requests, and complaints received in writing and signed will be responded to by either the Residential Care Coordinator / Executive Director in a timely manner.
4. The Executive Director or delegate will respond within 10 days to all requests, suggestions and complaints indicating possible plans of action.
5. All written suggestions, requests and complaints will be documented on an occurrence report by the Residential Care Coordinator or the Executive Director. A copy of all documentation will be retained by the Executive Director.

DATE APPROVED: April 2004 *April 2014*
DATE REVIEWED:
DATE REVISED: April 2013
APPROVED BY: