

## Family Health Team

### **PATIENT COMPLAINT RESOLUTION POLICY**

As set out in the Articles of Incorporation, its Board of Directors governs The Centre for Family Medicine Family Health Team. The entire governance structure also consists of an Advisory Council to provide guidance and strategic planning advice to the Board of Directors, as well as a Collaborative Quality Innovation Board (CQIB), made up of internal CFFM FHT members to provide advice and leadership surrounding the operations of the Centre. The CQIB and Advisory Council are at the service of the Board of Directors.

The Board of Directors has the ultimate authority and is responsible and accountable for the management and quality of care delivered by the Centre for Family Medicine FHT. The CFFM FHT Executive Committee consists of a Chair, Vice-Chair and Executive Director and service the Board of Directors.

### **POLICY STATEMENT**

The purpose of this policy is to ensure that patients of the Centre for Family Medicine, Family Health Team have a means to bring forward any issues that may arise regarding their care as being part of the Family Health Team.

### **PROCEDURE**

Patients are encouraged to speak with members of their healthcare team first. Usually they can quickly resolve most issues. If a patient is uncomfortable or dissatisfied with the response from their healthcare team, they are invited to contact the Executive Director via telephone (519-783-0029) or email ([info@family-medicine.ca](mailto:info@family-medicine.ca)) which can be found on the “Send Comments” section of our web-site, with any issue that has arisen regarding their care at the Family Health Team. An investigation will be conducted by the Executive Director to fully understand the events that occurred to lead to the patient issue/dispute/complaint. All issues will be discussed with the Executive Board for a decision as to how to proceed. The Executive Director will follow-up with the patient (via telephone or email, however the complaint was received) to make them aware of how the complaint has been resolved within 2 – 4 weeks. Our goal is to respond to inquiries as soon as possible.

If the issue requires escalation, the Executive Director will address the matter with the Board of Directors for clarification and resolution.

If the patient is not satisfied with the resolution communicated, the Executive Director will provide information on other complaint procedures that may be available to the patient.