



## **TRUE DAVIDSON MEALS ON WHEELS (EAST YORK) INC.**

### **CLIENT COMPLAINT POLICY**

**REQUIRED BY:** Ministry of Health  
Long Term Care Act, 1994 S.O. 1994, as amended

#### **POLICY STATEMENT:**

Complaints will be resolved in a fair and equitable manner within the context of available resources. A dispute can relate to any of the following:

- determination that the client is ineligible to receive services
- full or partial exclusion of service to a client
- termination of service
- quality of service
- violation of client rights

#### **PROCEDURES:**

1. Client or his authorized agent should immediately contact an agency staff member to discuss the complaint. The staff member will attempt to resolve the situation during the initial contact.
2. Any complex complaints should be immediately referred to the most senior staff member, generally the Executive Director.
3. If the Executive Director is unable to resolve the situation, the matter shall be referred to the Board.
4. If the client is not satisfied with the handling of their complaint, he may contact the President a minimum of three days prior to a Board meeting to request participation in the agenda. The President will issue a written response to the complaint within sixty days of the meeting.
5. If the client is still not satisfied with the handling of the complaint, the matter can be escalated to the Provincial Health Services Review Board, pursuant to the appeal process of the Long Term Care Act, 1994, S.O. 1994 as amended, where the matter will be considered within sixty days of submission.

#### **IMPLEMENTATION:**

Clients are informed of the policy as part of the assessment process during a home visit, or mailed in an information package.

The Board of Directors will review the policy at least every five years.

**ADOPTED:** August 2005; reviewed May 27, 2008