

**Foyer Maillard
Residential Services Administrative Manual**

AL0100

Document Number: AL0100	SECTION: AL – CONTINUOUS QUALITY MANAGEMENT	
SUBJECT: Complaint Management	Effective Date: April 2017	Page 1 of 2
Cross Reference: BC Community Care and Assisted Living Act: Residential Care Regulation Sections 48 (1) (b) (c); 60; 89 (1)	Reviewed: Dec/17, Mar/19, Mar/21, May 2023	
Appendices: Appendix A - Feedback Form Appendix B - Complaint/Incident Report – Response and Investigation Checklist Appendix C - Community Care Licensed Facility Complaints Appendix D - Complaint Management Log	Revised: Aug. 2017, March 2019, Aug /22, Jan/2024	

1.0 POLICY

Foyer Maillard will have in place a fair, prompt and effective process for Residents/Resident Representatives/Visitors/Employees to express a concern/make a complaint or resolve a dispute.

2.0 PROCESS

Foyer Maillard must:

- Ensure that the BC Resident Bill of Rights is posted in the Care Community
- Ensure Policy AL0100: Complaint Management is posted in the Care Community
- Ensure forms are made available which can be utilised to provide feedback
- Ensure there is no retaliation against a person in care because of anyone expressing a concern or making a complaint
- Ensure that all complaints, concerns and disputes are acknowledged and investigated in a timely fashion

Foyer Maillard will:

- Encourage open communication amongst Residents, Resident Representatives, Visitors and Employees
- Circulate positive feedback through departmental memos or directly to the person(s) receiving the compliment.
- Keep a record (Appendix D) of complaints made, concerns expressed, and feedback provided; those received in person; by telephone; through email; and thru completed form – AL0100 Appendix A – Feedback Form.

2.1 General:

- Concerns, complaints, and feedback may be provided in person; by email; by telephone; or by completing AL0100 Appendix A - Feedback Form.
- All concerns/complaints/feedback received: in person; by phone; by email or thru the Feedback Form; are noted on Appendix D – Complaint Management Log.
- Concerns and complaints made in person; by email; by telephone are often resolved in the moment. Should dialogue not resolve the concern/complaint; AL0100 Appendix A - Feedback Form is completed to escalate the response as outlined.

Document Number: AL0100	SECTION: AL – CONTINUOUS QUALITY MANAGEMENT	
SUBJECT: Complaint Management		Page 2 of 2

2.2 Employee Receiving a Feedback Form (AL0100 - Appendix A)

- Complete Line 1 of Feedback form
- Give form to Executive Director / Designate.

2.2 Executive Director / Designate

- Complaints regarding physician care will be referred to the Medical Director and / or B.C. College of Physicians and Surgeons.
- Circulate positive feedback from Residents, Visitors and Families Representatives through departmental memos, huddles, meetings or directly to the person(s) receiving the compliment.
- Investigate a complaint and attempt to resolve it as appropriate using AL0100 Appendix B - Investigation Checklist; as a guide.
- Document the complaint and the resolution process using; AL0100 Appendix D - Complaint Management Log.
- Review AL0100 Appendix D – Complaint Management Log monthly for the purpose of reporting to the Board; to note trends; etc.
- Unresolved complaints/concerns/feedback will be referred to the most appropriate of the following:
 - Board of Directors/ Owner(s)
 - Resident Care Team
 - Support Services Team
 - Attending Physician
 - FHA Liaison
 - Mental Health Team
 - Other individuals as appropriate
 - FHA Community Care Facilities Licensing – Phone: 604-949-7700
 - FHA Patient Care Quality Office – Phone: 1-877-880-8823

3.0 APPENDICES

AL0100 Appendix A - Feedback Form

AL0100 Appendix B - Complaint/Incident Report: Response and Investigation Checklist

AL0100 Appendix C - Community Care Licensed Facility Complaints

AL0100 Appendix D – Complaint Management Log