**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. Add hard copy in Feedback binder found in Boardroom.
* 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.

**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](file:///C:\Users\DBrisebois\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\492817HW\AL0100%20Appendix%20A%20-%20Feedback%20Form.docx)

[AL0100 Appendix B - Complaint/Incident Report: Response and Investigation Checklist](file:///C:\Users\DBrisebois\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\492817HW\AL0100%20Appendix%20B%20-%20Investigation%20Checklist.docx)

[AL0100 Appendix C - Community Care Licensed Facility Complaints](file:///C:\Users\DBrisebois\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\492817HW\AL0100%20Appendix%20C%20-%20Making%20Licensed%20Complaints.docx)

[AL0100 Appendix D – Complaint Management Log](file:///C:\Users\DBrisebois\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\492817HW\AL0100%20Appendix%20D%20-%20Complaint%20Management%20Log%202024.xlsx)