



## Complaints Policy

### 1.0 Introduction:

In order for Lakeridge Health Foundation (the “**Foundation**”) to maintain the highest standard of public trust and integrity, it is expected that all staff and volunteers carry out their duties honestly, responsibly and in full accordance with the highest ethical and legal standards. We recognize that from time to time there may be concerns or complaints and we believe our public stakeholders have a right to provide them to us. We further believe that the process for resolving concerns and complaints should be timely, fair and respectful. Furthermore, complaints are a good source of data for continuous improvement.

From time to time, the Foundation may receive complaints about the quality of service related to the Foundation’s policies and procedures, the application of those policies and procedures or the conduct of the Foundation or its representatives.

### 2.0 Purpose:

The purpose of this Policy is to create a transparent and fair method of receiving and responding to external complaints.

### 3.0 Scope and Application:

This policy applies to complaints from the Foundation’s public stakeholders, such as donors and community volunteers, who have complaints that the Foundation is not complying with its policies and procedures, including matters addressed in the Imagine Canada Standards.

This policy is for external stakeholders of the Foundation. Internal, non-employment complaints should be reported through management as appropriate. Employment-related concerns should continue to be reported through management.

### 4.0 Important Points about the Policy:

The Foundation will respond to a complaint and make every reasonable effort to investigate it as soon as possible. Complaints will be addressed in a fair and consistent manner. However, some complaints may require more effort to address. Dissatisfaction with the outcome of a decision should not form the basis for a subsequent complaint under this policy.



## **5.0 Process for Raising a Concern:**

Many problems can be resolved easily and quickly, often at the time they arise, by speaking with your Foundation representative or by contacting the Foundation's general inquiries line at (905) 433-4339. If a problem cannot be resolved in this way or if a member of the public wishes to make a complaint, the complaint should be submitted directly to our Privacy Officer at [foundationhr@lh.ca](mailto:foundationhr@lh.ca), or in writing to the address: Lakeridge Health Foundation, 1 Hospital Court, Oshawa, ON, L1G 2B9.

The Foundation will acknowledge the receipt of a complaint within 72 hours. (See Appendix below) Although a complainant is not expected to provide the truth of an allegation, a complainant should be able to demonstrate that he or she has made a report in good faith. Complaints made to Lakeridge Health Foundation will initially be handled by the Privacy Officer. As determined by the Foundation, and other staff member, or Board member may be assigned to handle the complaint.

The Foundation shall investigate the complaint and may seek further information from any officer, director, employee, contractor, volunteer or stakeholder of the Foundation, as appropriate. The actions taken by the Foundation with respect to a particular allegation will depend on the nature of the reported violation.

Each case is unique, but the Foundation will handle any allegation reported pursuant to this Policy respectfully and with discretion. If the facts warrant it, the Foundation will take corrective action or disciplinary action equal to the severity of the complaint.

## **6.0 Reporting Back:**

The Foundation will respond as soon as possible after the matter has been reviewed and a determination has been reached. The complainant will be advised of the results of the review.

## **7.0 Anonymous Allegations:**

Thorough investigation often depends on an ability to gather additional information. The Foundation encourages complainants to put their names to their inquiries. The Foundation will explore anonymous inquiries to the extent possible, but will weigh the prudence of continuing an investigation against the likelihood of confirming the alleged facts or circumstances from attributable sources.

## **8.0 Continuous Improvement:**

The Foundation will keep a database of complaints received. The data will be reviewed to determine whether there are frequently recurring complaints of a similar type. If there are, an



investigation will be initiated to determine whether there are systemic process issues within the Foundation that need to be addressed to eliminate reoccurring instances.

### **9.0 Report to the Board:**

The Foundation CEO shall inform the Board Chair as part of their regularly scheduled meetings of any new complaints, the CEO will then inform the Board of Directors at the next scheduled board meeting of the number, type, and disposition of complaints received.

### **APPENDIX: Complaints Management Form**

This is a public document in the 'Accountable to You' section of the website.



**APPENDIX: Complaints Management Form**

**COMPLAINTS MANAGEMENT**

Your Name:

Date:

Time:

Name:		Phone Number:
RE #:		
Date of Complaint:	Time:	

**Relationship to the Foundation:**

- Donor     
  Community     
  Patient     
  Hospital Leadership  
 Politician     
  Hospital Staff     
  Other Charity     
  Other

**Level of Risk:**

- Negligible   
  Minor   
  Moderate   
  Major   
  Extreme

**Defined:**

LEVEL	DEFINITION	RESPONSIBILITY
Negligible	no impact or risk to the Foundation	All Staff
Minor	resolved at point of contact	All Staff
Moderate	issue may require consultation with Foundation management for further assessment of complaint	Manager and CEO
Major	significant issue causing lasting detriment that requires investigation	Manager to CEO CEO and Board
Extreme	issues about serious adverse events, long term damage that requires investigation	CEO and Board

**Stages:**

- o Acknowledgement of receipt of complaint within 72 hours
- o Complaint assessment
- o Complaint response
- o Communicating the decision
- o Complaint closed

**Complaints data recorded and analyzed will lead to:**

- o Organizational improvement;
- o Enhanced corporate governance;
- o Better stakeholder relationships.