

Policy Statement

POLICY AREA:	Administration	POLICY NUMBER:	ADM-3
NAME OF POLICY:	Complaints Process	ORIGINAL DATE:	June 2008
APPROVED BY:	Steering Committee	REVISED DATE:	

POLICY STATEMENT:

The South Western Ontario Infection Control Network seeks to maintain transparency in its operations to the greatest extent possible. Any stakeholder or individual who has a concern regarding any aspect of the operation of the Network will have the opportunity to have their concerns addressed through a formal process.

PROCEDURE:

- When any staff member of the Network becomes aware of an actual or potential issue with a stakeholder's satisfaction with the performance of the Network they will advise the stakeholder of the formal complaint process.
- Complaints/concerns regarding the services provided by or the conduct of any SWOICN staff member should be directed to the Network Coordinator.
- Should the Network Coordinator be the subject of the complaint/concern, the complainant should be directed to communicate with the Steering Committee Chair.
- Pertinent facts and details regarding the complaint/concern will be documented and filed in a complaint file.
- Either the Network Coordinator (or the Steering Committee Chair, as appropriate) will address the concerns outlined by the complainant and take appropriate and reasonable action to bring about a satisfactory resolution. The complainant must be contacted to relay findings of an investigation and/or follow-up actions within two weeks of the initial complaint. A verbal complaint will receive a verbal response. A written complaint will receive a written response. Anonymous complaints will not receive a response, although if required will be investigated to the extent possible given the information provided.
- Should the complainant not be satisfied with the outcome, they will be offered the option of communicating their concerns to the Steering Committee Chair. The Chair may decide to deal with the issue directly or may opt to bring it before the Steering Committee as a whole. The complainant must be contacted with an update within 30 days of their contact with the Steering Committee Chair.
- The Network Coordinator will report complaint stats to the Steering Committee on an annual basis and any major concerns as the need arises.