



NIAGARA INA GRAFTON GAGE VILLAGE
ASSISTED LIVING SERVICES MANUAL

SECTION:	Quality Management	NUMBER:	AL-03-01-08
SUBJECT:	Complaint Process	PAGE 1 OF 1	
DATE OF ORIGIN:	February 2024	REVISED:	February 2024

1.0 POLICY

Niagara Ina Grafton Gage Village (NIGGV) shall ensure that all clients and their substitute decision makers have access on how to report any complaints related to assisted living services that they receive. The Assisted Living Services annual service agreement outlines the complaint process and the “Patient Bill of Rights”. Complaints are dealt with in line with the Assisted Living Services Policy, 2023 provided by our funder-Ontario Health Team (OHT)

2.0 PROCEDURE

Step .1 If the complaint is in relation to a personal support worker and how they are completing a particular task; the client is encouraged to try to resolve the issue directly with that staff member. If successful in resolving the matter and wish to update the Assisted Living Services manager then you may report this for record purposes. If after discussing with the staff directly and the complaint arises again, the client shall proceed to step 2.

Should the matter be more urgent in nature or they are unable to address this directly with the staff then they will proceed to step 2.

Step .2 If the concern is not resolved, a more serious matter, or an administrative matter; the client or their substitute decision maker shall contact the Assisted Living Services manager to report the concern. An in-person meeting may be scheduled to further discuss the matter and obtain more information on the complaint.

Step .3 The Assisted Living Services Manager will evaluate the information and determine the suitable next steps. The client shall give the manager appropriate timeframe to follow up – within two (2) weeks of receiving the complaint. The manager will determine the next steps and proceed accordingly.

Step .4 The Assisted Living Services Manager, will follow up with the client and their substitute decision maker on how the complaint was resolved and next steps. Should Human Resources have been involved the client may not be privy to the full outcome of the resolution due to privacy.

Step .5 Should the client feel that the matter was not resolved in a satisfactory manner, the next step would be to arrange a meeting with the Chief Executive Officer (CEO) to present the concern.

Step .6 Further to the meeting with the CEO if the matter is not resolved the client may make a formal complaint with the Patient Ombudsman.

REVIEWED: _____

