Leamington Mennonite Home
Retirement Residence

POLICY AND PROCEDURE

CATEGORY: **Resident Care**	**SUBJECT:** **Resident Complaints**	**SECTION:** **R** **POLICY:** **6**
DATE: **September 2004** **REVISION DATE:** **April 2013**	**Administrator:** _____ **Director of Care:** _____	

RESIDENT COMPLAINTS

POLICY:

The Leamington Mennonite Home shall provide a process for receiving, investigating and responding to residents'/representatives' suggestions, request and complaints. Information shall be provided in writing to residents/representatives upon admission and/or during orientation to the facility.

PROCEDURE:

Residents are encouraged to forward any suggestion, request and/or complaint in the following way(s):

- Via the Resident Council Meeting
- Through discussion/meeting with a staff member, Department Leader and/or Administrator with complaints brought to a staff member or Department Leader to be forwarded to the Administrator.
- In writing to the Administrator.

Any resident suggestions, request and/or complaints processed through the Residents Council shall be documented, investigated and responded to in writing by the Administrator within 21 days.

Any resident/representative complaint brought to a staff member or Department Leader are to be forwarded to the Administrator who shall respond within 10 days to the resident(s)/representative(s) complaint(s) indicating a possible plan of action. All resident/representative received shall be documented, including a list of issues, date expressed, date and follow up action taken, final resolution, if any, and date feedback was provided to the complainant.

If the resident/resident family member or other individual, is not satisfied with the resolution and seeks further processing of a problem, the following Ministry of Health contact will be provided:

Retirement Homes Regulatory Authority
160 Eglington Avenue East, 5th Floor
Toronto, ON M4P 3B5
1-855-275-7472