

## Feedback and Complaints Policy

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### INTENT:

To create a transparent and fair method of receiving and responding to external feedback regarding the organization's policies and procedures, the application of those policies and procedures, or the conduct of PHARA or its representatives.

### DEFINITIONS:

None

### POLICY:

1. All applicants and consumers have the right to have their feedback reviewed by PHARA in a fair, consistent, and timely manner.
2. PHARA will follow its approved process to review all complaints made by an applicant for service or a consumer receiving service.
3. As part of PHARA's orientation process, all applicants/consumers will be given information on the organization's feedback process and on their right to appeal the results of the review of feedback to the Ontario Health Services Appeal and Review Board.
  - a. When PHARA's feedback process changes, consumers will be provided with the updated information.
4. All staff that are reasonably likely to receive feedback from an applicant or consumer will be knowledgeable about the feedback process.
5. Feedback can be given either in person, in writing, by telephone, or by email.
6. An opportunity to provide feedback will also be available through the annual Client Satisfaction Survey.
7. If the applicant or consumer wishes to be contact with follow-up information, PHARA will do so within 60 days of receipt.
  - a. Follow-up will be made in the format which feedback was received or in the format indicated on the feedback form.
8. All applicants, consumers, and staff are expected to cooperate in the investigation of any negative feedback and to actively and constructively engage in problem solving to resolve any issues.
9. Information obtained by PHARA, as a result of following up on feedback, will be kept in confidence.
10. Documentation relating to feedback will be kept in separate, secure files.
  - a. The documentation will not be kept in the applicant's/consumer's file.
11. PHARA will inform its Board at least annually of the number, type, and disposition of feedback received.

12. PHARA will take disciplinary action, up to and including termination for cause, if any staff takes action in retaliation against a consumer, as a result of feedback received, or as a result of any decision made by PHARA as a result of its investigation regarding feedback.

**RESPONSIBILITY:**

The responsibility of this policy rests with the Senior Management Team. The operationalization of this policy rests with members of the Leadership Team.

**RATIONALE:**

Providing simple and meaningful ways for external stakeholders to express feedback will strengthen PHARA's reputation, by demonstrating that it takes their needs seriously. Addressing complaints promptly also helps avoid escalation and is a sound risk management practice.

Instead of viewing complaints as a nuisance, they can be seen as an opportunity to consider the organization's activities and to make changes that could improve programs, services, or operations. The organization needs to ensure it meets the requirements of legislation and contractual agreements.