

	Scope: Clinical
	Document Type: Procedure
	Approved on 18/01/18
	Next Review Date: 19/01/18
Complaints Procedure	Version 1

1.0 Introduction

SickKids Centre for Community Mental Health (SickKids CCMH) strives to: provide the best quality service to children and families with complex mental health needs; respect the rights and dignity of children and families whom we serve; and be open and responsive to the perspectives of children and families about the services that they are receiving.

We believe that a positive patient/client and family experience happens through good communication, mutual respect, and true partnership between patients, families, and staff. We care about the experience of clients/patients and families and want to hear their feedback. SickKids CCMH welcomes the feedback of clients/patients and families – including sharing concerns, comments, suggestions, or compliments – about your care experience.

Positive feedback is welcome at any level of the organization.

Service recipients or members of the public that would like to raise a concern or complaint, our process is to respond in a manner that is timely, fair and respectful. SickKids CCMH is committed to demonstrating transparency and responsiveness to concerns/complaints that may arise in relation to service delivery.

2.0 Definitions

Complaint Manager: responsible to coordinate management, investigation and reporting in relation to the complaint. Unless otherwise indicated, the Complaint Manager will be the Manager, Quality, Risk and Clinical Administration. SickKids CCMH may also choose to engage an external investigator at its discretion who will act as the Complaint Manager.

3.0 Procedure

Process for raising a concern

Many concerns may be resolved quickly and easily, often at the time they arise, through discussion with SickKids CCMH staff during regular service contacts. All SickKids CCMH staff should assist in answering questions and attempting to resolve concerns identified by clients, their families, individuals representing clients or the public.

Patients/Clients may raise issues of concern at any time and in the presence of other children or youth clients if they wish to do so by speaking to a SickKids CCMH staff person. They may otherwise raise issues of concern in private.

If the matter cannot be resolved in this manner, or if a patient/client, family member, individual representing a patient/client or member of the public wishes to file a formal complaint, the complaint may be submitted in writing or by email, to feedback@sickkidscmh.ca.

If the complaint comes from someone other than the patient/client or the client's substitute decision-maker, SickKids CCMH will require consent to provide any details of a client's care and treatment to the complainant. Without that consent, SickKids CCMH can only proceed to process the complaint if to do so does not involve personal health information.

How the complaint will be resolved

Our goal at SickKids CCMH is to be timely in the resolution of concerns brought to our attention.

	Scope: Clinical
	Document Type: Procedure
	Approved on 18/01/18
	Next Review Date: 19/01/18
Complaints Procedure	Version 1

All formal complaints received in writing will be forwarded immediately to the following individuals at SickKids CCMH:

- Clinical Director; and
- Manager, Quality, Risk and Clinical Administration.

The Clinical Director will designate a Complaint Manager. If the complaint concerns the Clinical Director, he or she will refer the matter to the Executive Director.

If the complaint involves the Executive Director, the Chair of the Board of Trustees will be notified, and the Chair may choose to process the complaint personally, or delegate that responsibility to other Board members or to an external investigator who will act as the Complaint Manager. The Chair will provide oversight and direction to the complaint resolution.

Acknowledgement

The Complaint Manager will acknowledge receipt of the complaint (to the complainant) within ten business days of receipt of the written/email complaint. The Complaint Manager will send a copy of the Client/Family Member Complaint Process table, Appendix A. SickKids CCMH will provide a status update to the complaint within 30 days of acknowledging receipt of the complaint.

Investigations

Every complaint will receive a response from SickKids CCMH, but not every complaint will require an investigation. SickKids CCMH will determine the scope and nature of any investigation.

The Complaint Manager may collect and secure additional information, documentation and records relevant to the complaint at the Complaint Manager's discretion. The Complaint Manager may offer to meet directly with the complainant to collect further information about their concern or complaint. In such cases, the complainant is provided the opportunity to include a support person of their choosing. Where an investigation is ongoing, an update will be provided to the complainant after 30 days.

Reporting

Concerns resolved by SickKids CCMH staff during regular service contacts will be documented under the "complaint" category on the Incident Report Form. Incident Reports are summarized and reported quarterly to the Clinical, Operations, and Academic Council (COAC).

Reporting to Complainants

All complaints will receive a response from SickKids CCMH. Our goal is to answer any and all questions and/or address concerns to the satisfaction of those who raised them.

If a complaint comes from someone other than the patient/client or the patient's/client's substitute decision-maker, SickKids CCMH may not share personal health information with the complainant without appropriate consent. High level information may be shared as appropriate.

Anonymous Allegations

Thorough investigation often depends on the ability to gather additional relevant information. SickKids CCMH will explore anonymous complaints 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.

	Scope: Clinical
	Document Type: Procedure
	Approved on 18/01/18
	Next Review Date: 19/01/18
Complaints Procedure	Version 1

Continuous Quality Improvement

The Manager, Quality, Risk and Clinical Administration, will monitor follow-through with quality improvement recommendations, reporting to all relevant committees, including the Board of Trustees.

Office of the Provincial Advocate for Children and Youth

Any child or youth seeking or receiving services at SickKids CCMH under the Child, Youth, and Family Services Act is entitled to approach the Office of the Provincial Advocate for Children and Youth for assistance, at any time, regarding any matter. SickKids CCMH staff members will assist clients by providing contact information:

401 Bay Street, Suite 2200
 Toronto, Ontario M7A 0A6
 Phone: (416) 325-5669 Toll-free: 1-800-263-2841
 Fax: (416) 325-5681 TTY: (416) 325-2648
 Email: advocacy@provincialadvocate.on.ca
<https://provincialadvocate.on.ca/>

	Scope: Clinical
	Document Type: Procedure
	Approved on 18/01/18
	Next Review Date: 19/01/18
Complaints Procedure	Version 1

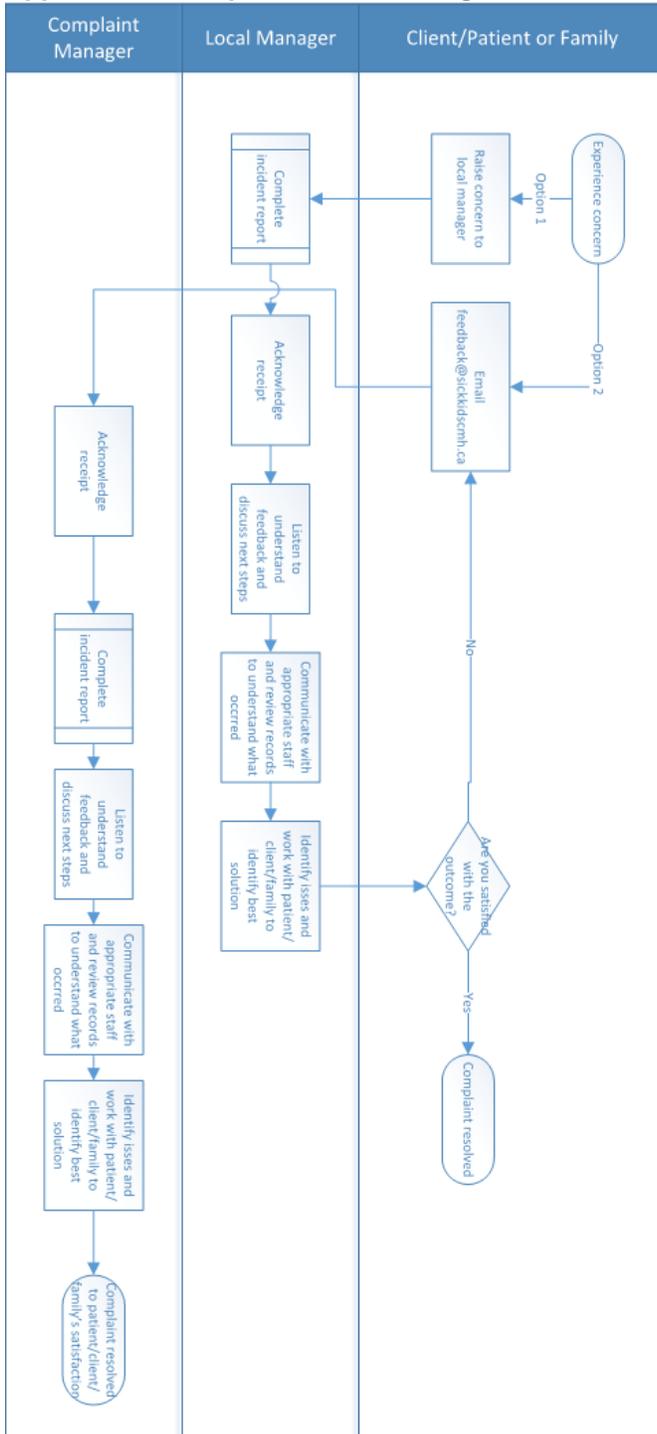
Appendix A: Complaint Process Table

Acknowledge Complaint	<ul style="list-style-type: none"> • Service recipients and members of the public let us know how we can improve our processes, care or service and or other area where they have concerns. • For all concerns emailed to feedback@sickkidscmh.ca, we will respond as soon as we can to acknowledge receipt of your concerns (within 10 business days)
Explain the Process	<ul style="list-style-type: none"> • We will describe what to expect in the complaint resolution process • We will set out the expected timelines
Investigate/Mediate	<ul style="list-style-type: none"> • We will ask questions to get to the heart of the matter • We will work with personnel to ensure we have all the relevant information
Answer Questions/ Resolution	<p>Our goals are:</p> <ul style="list-style-type: none"> • To answer questions and address concerns • To keep a positive relationship so that service recipients and their family member can continue to receive services in a manner that is safe, effective, responsive, and sensitive to their needs
Report for Accountability	<ul style="list-style-type: none"> • The Clinical, Operations, and Academic Council (COAC) reviews a summarized report including complaints every quarter.

Complaints Procedure

Version 1

Appendix B: Complaint Process Diagram



 Centre for Community Mental Health	Scope: Clinical
	Document Type: Procedure Approved on 18/01/18 Next Review Date: 19/01/18
Complaints Procedure	Version 1



Approved By: _____
Christina Bartha
Executive Director

Date: March 14, 2018