

	Scope: Clinical
	Document Type: Policy
	Approved on 18/03/01
	Next Review Date: 19/03/01
<b>Complaints Policy</b>	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 Policy

1. SickKids CCMH welcomes positive feedback at any level of the organization.
2. SickKids CCMH has established operational procedures for hearing and dealing with complaints, concerns and alleged violations of a client's rights, ensuring that:
3. All clients are informed, in language that is appropriate to their level of understanding, of their rights and responsibilities as a client of SickKids CCMH, at the commencement of service and at any time when requested.
4. Patients/Clients are informed of and provided with the mechanisms to express and resolve complaints, including the denial of service and service disagreements.
5. Patients/Clients have the right to make a complaint without interference or retaliation and must not experience reprisals or duress as a result of a decision to express a complaint.
6. Patient/Client complaints will be responded to as quickly as possible, at the most appropriate level. Timelines are established for responding to complaints, including timely notification of the resolution and an explanation of any further appeal, rights or recourse, provided to the person who initiated the complaint. Methods used to review and respond to complaints are conducted in an unbiased and transparent manner.
7. Any child or young person receiving or seeking services under the Child, Youth, and Family Services Act shall be entitled to approach the Office of the Provincial Advocate for Children and Youth for assistance, at any time, regarding any matter.

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8. Patients/Clients shall be permitted to make a complaint, and to meet privately with, a lawyer, an Advocate from the Office of the Provincial Advocate for Children & Youth, the Ombudsman of Ontario, the Solicitor General of Canada, the Minister of Children and Youth Services, the Ontario Human Rights Commission, any member of federal or provincial parliament or any government minister.
9. SickKids CCMH believes that complaints from patients/clients or families are part of a process that informs the performance and continuous quality improvement activities, resulting in the best quality service to the children and families whom we serve.



Approved By: \_\_\_\_\_

Christina Bartha  
Executive Director

Date: March 14, 2018