



## **CAPBILITY HEALTHCARE - COMPLAINT RESOLUTION**

**PURPOSE:** This policy establishes the process for handling complaints the customer may have of Capability Healthcare staff.

**APPLICATION:** This policy applies to all Capability Healthcare staff.

**POLICY:** Capability Healthcare aims to deliver quality care that exceeds expected standards. We value and use feedback from those we serve in order to constantly evaluate and improve the care we provide.

### **DEFINITIONS:**

**Complaint:** All dissatisfaction received by Capability Healthcare is recorded as a complaint. This includes communication of dissatisfaction from a facility employee, customer, patient and/or family.

### **PROCEDURE:**

1. The facility will inform the staff of Capability Healthcare of their complaint resolution policy.
2. Capability Healthcare will provide their customers with their complaint resolution policy.
3. Patients, family of patients, or customer staff may report concerns about the care provided by Capability Healthcare staff verbally or in writing to the manager of the facility and/or key contact supervisor at Capability Healthcare. If the complaint is made to a facility manager then that manager will contact Capability Healthcare as soon as possible to register the complaint.
4. Capability Healthcare staff will meet weekly to review any complaints.
5. The Capability Healthcare administrator in charge will respond to the concerns soon as possible or within 24 hours.
6. The person making the complaint will be contacted via phone by the administrator at Capability Healthcare.
7. An acknowledgment letter will be sent the day the concern is received.
8. The issue will be investigated and a resolution plan developed.
9. A letter explaining the steps taken to investigate the concern will be sent to the person filing the complaint, within 30 days.
10. Should the investigation take longer than 30 days, an interim response letter will be sent.
11. Complaints will be logged and the process audited on an on-going basis.

## RESPONSIBILITIES:

### CUSTOMER

- The customer staff will address any complaints of the patient and or family per their complaint resolution process.
- The manager of the unit that receives a complaint regarding Capability Healthcare staff will contact the administrator at Capability Healthcare as soon as possible.

### CAPABILITY HEALTHCARE STAFF

- Should a patient or family complain about the customer staff, or regarding any issues not related to care provided, the Capability Healthcare staff will communicate the complaint to the manager of the unit immediately.
- If the patient complains to the Capability Healthcare staff about their treatment, the Capability Healthcare staff will communicate with the Capability Healthcare administrator directly as well as inform the facility manager or staff if he/she is not available.
- Complaint information is not documented in the medical record.