

**Expressing concerns/making complaints/resolving disputes**

*The Oak Bay Kiwanis Health Care Society is committed to providing resident-focused care and responding to the concerns of residents, families and others.*

We recognize that circumstances may arise when individuals have concerns, complaints or disputes regarding the care of a resident or the services provided at the facility. We welcome feedback, as it helps us identify areas for improvement. We will make every effort to ensure that complaint investigations are timely, fair and just, and without repercussions or penalty to the resident or complainant.

How do I lodge a concern or make a complaint about the care or service?

There are a number of ways to make a complaint. A complaint can be made verbally by speaking directly to the staff member providing the care or service, the RN Supervisor or the Director Resident Care and Administration. A complaint may also be made in writing sent as a letter, email or fax addressed to the attention of the Director Resident Services and Administration (see below for address/email/fax number). We will endeavor to investigate the issue as quickly as possible and find a suitable resolution if it is possible and appropriate to do so.

When should I make a complaint?

There is no time limit in which to make a complaint, however, waiting too long before making a complaint may make the investigation and resolution process more difficult.

What information should I include in my complaint?

In general, the following should be provided:

* Your full name and contact information, and your relationship to the resident
* A detailed description of the incident or problem (who, what, where, when and how)
* Your role (witness to the incident or as the conveyor of information from someone else)

What happens once I make a complaint?

If you are making a complaint on behalf of yourself, the person receiving the complaint will work with you to identify the issues you wish follow-up on and negotiate a mutually acceptable resolution.

If you are making a complaint on behalf of a resident, and the resident is mentally capable, the resident will be made aware of the complaint to ensure their perspective about the matter is understood and to confirm what follow up they wish to occur. If the resident is not mentally capable, you will be asked to provide proof of your authority to act on behalf of the individual and/or to receive feedback about that person’s care or services at the facility. This is done in order to protect the resident’s privacy in accordance with Confidentiality policies, the Health Care Consent Act and the Freedom of Information and Protection of Privacy Act. We will investigate the issues identified within the complaint. Once that is completed, a response will be provided directly to the person that has the authority to receive it.

How long will it take to investigate the complaint?

The complaint will be dealt with as quickly as possible. It depends on the nature, severity and complexity of the complaint. Some complaints can be dealt with in a matter of days. Others may take weeks to investigate or may involve other agencies.

What if I feel the response to my complaint has not been adequate?

If you feel that our response to your concern has been inadequate, you may contact the Residential Care Licensing Office at 250-519-3401. You may also contact the Vancouver Island Health Authority’s Patient Care Quality Office by phone at 250-370-8323; by fax at 250-370-8137; or by email at [patientcarequalityoffice@viha.ca](mailto:patientcarequalityoffice@viha.ca)

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