



FRED DOUGLAS
SOCIETY

Uniting Health, Heart and Home

Complaint Resolution Process

Do you have a complaint?

At Fred Douglas Society, the utmost care is taken to ensure that you receive the highest possible standard of care and service. However, we acknowledge that there may be situations in which you have a concern or complaint that needs to be addressed. We believe that:

- you are entitled to a process that enables you to voice your concerns if you are not satisfied with the service or care you are receiving.
- you have the right to have your complaints taken seriously.
- you deserve to be treated with courtesy and respect at all times.

Receiving your feedback helps us to improve and enhance the services we provide. If there is something bothering you, we need to know about it. We are committed to treating complaints seriously and dealing with them promptly. While we love to hear about the good things you experience, hearing about any problems you may encounter is our opportunity to make positive changes.

All complaints will be investigated and every effort will be made to resolve the situation to everyone's satisfaction.

How to Make a Complaint

"ON THE SPOT" COMPLAINTS

The best and quickest way to resolve a complaint is to address the concern at the source.

- if your complaint is about care on the resident unit, bring it to the attention of the unit nurse.
- if your complaint is about other services (i.e. resident charges, laundry, food, housekeeping, etc) contact the appropriate department supervisor/manager.

Unit Nurses and department lead-hands/supervisors are empowered to resolve complaints as and when they are made. If the complainant or employee feels it is more appropriate, a Senior Manager or the Complaints Officer will be called to help resolve the complaint. You can make your complaint in person, by telephone, email, or in writing; all of these methods will receive the same attention.

Will your care be adversely affected?

Absolutely not. Your complaint will be treated confidentially with respect and sensitivity. You will not be subjected to any unfair treatment as a result of making a complaint about the standards of care or services you receive at Fred Douglas Society.

AN "ARM'S REACH" APPROACH

There are times when making an "on the spot" complaint is not appropriate or possible. If this is the case, or if your complaint was not addressed to your satisfaction at the source, you can:

- direct your complaint to the Society's Social Worker who acts as our Complaints Officer. The Social Worker can be reached at (204) 586-8541, ext 111
- direct your complaint to Senior Management at (204) 586-8541, ext 127

You may also contact these individuals through email or letter. You will receive a written acknowledgement within two working days, including an explanation of the investigative actions to be taken.

A full response to your complaint will take place within 10 working days. If this is not possible due to the complexity or seriousness of the concern, you will be contacted and an explanation will be given.

TAKING YOUR COMPLAINT TO THE NEXT LEVEL

If you still feel that your complaint has not been adequately resolved, you can make a written request for an independent review by the Society's Board of Directors. Your request will be acknowledged in writing within two working days, with a resolution being made within 8 working days.

Please document your concern/
complaint in writing and submit to:

Social Worker
Fred Douglas Society
1 275 Burrows Avenue
Winnipeg MB R2X 0B8

Ph: 586-8541 ext. 111
E: admin@freddouglassociety.com



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**MAKING A COMPLAINT AT
FRED DOUGLAS SOCIETY...**

STEPS TO RESOLUTION

ADDITIONAL SUPPORT

After raising your concern or filing a complaint with Fred Douglas Society, if you feel that you are not being heard, the response provided was not sufficient, or you have further questions, the WRHA Client Relations team is available to you.
WRHA Client Relations

Website: wrha.mb.ca/contact-us/client-relations/
204-926-7825
clientrelations@wrha.mb.ca

**If you are not satisfied...
...we need to know**