



Humber River Family Health Team Patient Complaints Process

While we hope that you do not need to make a complaint about our services, as a patient, family member and or care giver and one who holds the Power of Attorney for health reasons, if you do, we aim to make the process easy.

Complaints and its process will not affect the quality of your care you receive and continue to receive by HRFHT.

The complaint will be confidential at all times during the process.

Process:

Complaints can be submitted through the following ways:

- First try to resolve your issue with the physician or location where the incident occurred. If that does not resolve your matter, then.

Number 1: through the HRFHT Website. Click the link and you will be able to complete the form and forward it completed to the Human Recourses Manager/Executive Director.

- Number 2: speak with any staff person or your family physician indicating that you have a complaint. The staff person will send your contact information to the Human Resources Manager/Executive Director who will contact you to discuss the reason for your complaint.

- Number 3: a letter by mail or hand delivered to:
Humber River Family Health Team,
Human Resources Manger
2050 Weston Rd.
Weston, ON. M9N 1X4
Marked Personal and Confidential.

Upon receipt of the Complaint:

The Human Resources Manager/Executive Director will:

- Contact the complainant or patient, listen carefully to, or read what you have to say and try to clarify the outcomes you are looking for.
- Formally acknowledge your complaint within three (3) working days of receipt of the complaint.
- If the complaint relates to a FHT staff member the complaint will stay with the Human Resources Manager/Executive Director.
- If the complaint is regarding a physician, the complaint will be sent to the Physician Lead their input and resolution.
- If the complaint is regarding a physicians' assistant, the complaint will be sent to the Physician for their input and resolution.
- Ask for consent before responding, if a complaint is made on your behalf, (i.e. by care giver, friend, relative or advocate.)
- Consider your complaint carefully, investigate thoroughly and fairly with the focusing on resolving your concerns.
- Review how the Humber River FHT can learn from your complaint.
- Formally respond in writing within 15 working days and explain how we investigated it and the outcomes of the investigation.