

<b>LAKE OF THE WOODS DISTRICT HOSPITAL</b>	<b>Department Manual: Administration</b>	<b>Page 1 of 1</b>
	<b>Section: Relationships</b>	<b>Original Creation Date: January 1993</b>
<b>POLICY - Patient/Visitor Complaints</b>		<b>Current Approval/Revision Date: 04/13/2010</b>

For the purposes of this policy, a complaint is defined as a statement of dissatisfaction with care or service being provided that is considered important enough to communicate in verbal or written form to the organization.

Patients/Visitors have the right to lodge a complaint, and to have their complaint dealt with in a timely, respectful manner. Every effort will be made to remove any barriers to patient/visitor complaints, and to ensure that patients/visitors have the support of the hospital when they register a concern. All incidents will be investigated and complainants will be provided with the results of any investigation within four (4) weeks of receipt of the complaint.

All complaints will be recorded in Risk Monitor Pro. (see Patient / Visitor Complaints Guideline).