

Maamwesying North Shore Community Health Services views the feedback from clients as an opportunity to improve the quantity and quality of the services being delivered.

We are committed to:

- Ongoing quality improvements in order to better respond to the needs of our communities.
- Early resolution of conflict situations that may negatively affect the program and services being offered.
- Informing our staff immediately of any complaints being made against them.
- Being proactive in encouraging the individuals, families, and communities we serve to provide us with feedback in an effort to gather as much information as possible on the quality of our services.
- Supporting the Client feedback process by reviewing and investigating the information provided.
- Responding in a timely fashion to complaints and suggestions, and to using this information to change the method by which we provide our services.
- Gathering Client feedback and information in confidence and that the gathering process is as comfortable as possible for those providing information. In this spirit we will make every effort to gather information in both oral and written form.
- Guaranteeing that those providing feedback will be treated with the same dignity and respect as our other Clients.
- Providing Clients, communities, funding bodies and other key stakeholders with aggregate information about the nature of the issues brought forward and how they have been addressed.

STEP 1:

Our staff are committed to providing a safe and comfortable process for giving and receiving feedback. If a problem arises between you and a staff member of Maamwesying, we encourage you to discuss and attempt to resolve the issue directly with them.

If this should happen, the staff member will prepare a brief follow-up report on the nature of the complaint, the circumstances that precipitated the incident, and the method by which it was resolved. This report will be submitted to the Executive Director of Maamwesying North Shore Community Health Services within 48 hours of the incident.

STEP 2:

When a complaint cannot be satisfactorily resolved between you and your Health Provider, you are encouraged to fill out the Complaint Form.

The Complaint Form can be submitted to your community's Health Director, who will forward the complaint to Maamwesying's Executive Director.

If you prefer, you can forward the complaint directly to the following address:

**Executive Director
Maamwesying North Shore
Community Health Services
473B Highway 17 West
Cutler, ON P0P 1B0**

You can also submit the complaint form electronically on our website:

<http://maamwesying.ca/index.php/contact-us-2/>

We will make every effort to respond in writing to you within 10 business days from the date we receive the complaint.

STEP 3:

If you advise us that you are unsatisfied with our response to your complaint, together we can agree upon a meeting of all parties involved to actively work towards resolving the problem.

STEP 4:

If you are still not satisfied with the results of the investigation and/or the facilitation session, you may ask the Executive Director to submit the complaint to Maamwesying Board of Directors. The Board may strike a committee to investigate the complaint and render a decision to the person making the complaint within 10 business days of having received the complaint from the Executive Director.