



Formal Complaint Form

Standard 1.K. 3 A1-9

Standards Manual 2018 pg 85

Please note that the action of filing a formal complaint is 100% free of reprisal and therefore will not result in retaliation or barriers to service. Upon filing this complaint form the form will be forwarded to our health and safety representative who will then process the complaint. Every effort will be made to resolve your complaint in a timely manner and a written notification will be issued acknowledging the actions taken to address your complaint within four weeks. Upon receipt of this form the Health and Safety Representative will take immediate action based on the nature of the complaint. If after review the complaint cannot be handled by this personnel immediately or internally at this level complaints are then forwarded on or before the third Wednesday of every month to the Corporate Standards Officer (CSO). The CSO may contact you directly to learn more about the details regarding the complaint. If the complaint is in any contravention to corporate policy actions will be taken with the individuals responsible for contravening the policy as it pertains to our Progressive Discipline Policy. If the CSO is unable to rectify the complaint the issue will be raised with the Chief Operating Officer and Chief Executive officer within one week after speaking with you. If the complaint is criminal in nature, involves any sexual misconduct, malpractice or anything else of an urgent or serious matter, ARC urges that you contact the appropriate authorities. For your reference please find a copy of the Patient's Rights and Responsibilities document attached to this form. Please review this document prior to completing this form.

At ARC our mission is to provide person centred, performance based, quality healthcare and we take any formal complaints very seriously.

DATE OF INCIDENT:

DATE:

NATURE OF COMPLAINT: _____

Please attach additional pages if more space is required and circle the word attachments below

attachments