



COMPLIMENTS & COMPLAINTS POLICY

Introduction:

This policy is intended to provide stakeholders with information on how compliments and complaints are dealt with at University Hospitals Kingston Foundation.

Policy:

All UHKF staff members are required to enter any compliments or complaints received from the public in the donor data base. UHKF privacy policy dictates that the donor must express consent for us to release information concerning complaints or concerns. If the complaint is received from a person not in the data base or anonymously, it is entered on an “anonymous” record. Notification is sent to the staff member who is best able to respond to the complaint for follow up, which is also noted on the record. Compliments or complaints about a specific hospital are forwarded to the appropriate staff member at the hospital. The complainant’s name and identifying details are not released to the hospitals unless the complainant has provided explicit permission for such a release.

The compliments and complaints are shared with the UHKF staff quarterly. The summary is also provided to the FARM Committee and the UHKF Board of Directors.

Approved: UHKF Board, July 8th, 2014

Previously Approved: UHKF Board, September 19th, 2013
UHKF Board, May 3rd, 2016
UHKF Board, May 16th, 2018