

 <b>Crown Ridge Health Care Services Inc.</b>	<b>Administration Manual</b>		<b>Policy No.</b>	ADM: 5.0
	<b>Complaints, Concerns and Suggestions</b>		<b>Effective:</b>	July 2014
			<b>Revised:</b>	January 2025
	<b>Divisions:</b>	<b>20, 40</b>	<b>Approved By:</b>	Leslie Morrow

**Policy**

The home believes that if a resident, family members, SDM, or others wish to make a complaint or has a concern or suggestion that they should find it easy to do so.

It is the home’s policy to consider each concern or suggestion as an opportunity to learn, adapt, improve and provide better services.

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments are taken seriously.

**Process:**

Resident, family members, SDMs or other wishing to make a complaint or report a concern or suggestion may

- Complete a Complaint/Concern/Suggestion form which may be obtained from the Resident/Family Information board or from a member of the staff.
- Report the complaint, concern or suggestion to a member of our staff
- Contact the home’s General Manager, or
- Report by phone to the RHRA – **1-855-275-7472, Fax 1-855-631-0170, email to [info@rhra.ca](mailto:info@rhra.ca)**

**In writing to:**

Retirement Homes Regulatory Authority  
55 York St  
Suite 700  
Toronto, Ontario  
M5J 1R7

**Procedure:**

For every verbal or written complaint made to Licensee or a staff member concerning the care of a resident or the operation of the home the licensee will:

1. **Investigate** the complaint.. If the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.
2. **Resolve** - The complaint shall be resolved, if possible, and a written response that complies with (paragraph 4) will be provided within 10 business days of the receipt of the complaint.
3. **Respond** - A response shall be made to the person, who made the complaint, indicating,
  - i) What the home has done to resolve the complaint, or
  - ii) That the home believes the complaint to be unfounded and the reasons for the belief.

**Inability to Investigate and Resolve a Complaint within 10 days**

For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint, including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 4 shall be provided as soon as possible in the circumstances.

<b>Divisions: 10-Crown Ridge Place (NH), 20-Crown Ridge (RH), 30-Westgate (NH), 40-Riverine (RH)</b>
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	Manual: Administration Manual		
	<b>Process for Complaints, Concerns or Suggestions</b>	Policy No.	ADM: 5.0

**The Home will:**

Complete the complaint investigation form which maintains a written record of the complaint that includes:

- Nature of the complaint
- The date the complaint was received
- The action taken, date, time and timeframe for action or follow up
- The final resolution
- Response to the complainant
- Date of responses to the complainant
- Any response of the complainant

C = Clarify

L = Learn more information

E = Engage

A = Action

R = Respond