

Definition/Description:

Brief description of complaint management process and steps taken to ensure confidentiality

Source:

Director, Quality Improvement, Winnipeg Regional Health Authority

Findings/Highlights:

- The WRHA has a policy and procedure related to Client Complaint Management.
- Not all complaints are reportable to the WRHA Division of Quality and Decision Support, as it is preferable that complaints be resolved as close to the source as possible.
- For complaints reported to Quality and Decision Support, or those received directly by the WRHA a reporting mechanism is in place with regular reporting to the WRHA Quality Council, sites and clinical programs.