

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p style="text-align: center;">POLICY</p>	REGIONAL		Level: 1
	Applicable to all WRHA governed and funded sites / facilities / hospitals / personal care homes, unless specifically excluded		
	Policy Name: Complaint Monitoring and Resolution (Logistics Services)	Policy Number: 40.00.050	Page 1 of 2
	Approval Signature: <i>Original signed by B. Postl</i>	Section: LOGISTICS SERVICES	
Date: August 2006 (Compliance Review – March 2009)	Supercedes: December 2000		

1.0 **PURPOSE:**

- 1.1 To provide a mechanism by which WRHA facilities and WRHA funded facilities will participate in the monitoring and resolution of supplies, drugs, equipment or service complaints.
- 1.2 Complaint information may be used as reference material for future related competitive bid opportunities.

2.0 **DEFINITIONS:**

- 2.1 Logistics Services Complaint Form: standardized regional form used by stakeholders to communicate problems related to supplies, drugs, equipment or service to Logistics Services.
- 2.2 Product Review Evaluation Standardization (PRES) Committee: Stakeholders who have the responsibility to represent their WRHA Clinical or Support Service Program or Facility at committee meetings and participate in the contract development process.
- 2.3 Stakeholder: one who has a share or interest in the supplies, drugs, equipment or service being procured.
- 2.4 Complaint Registry: a database where all pertinent information related to the complaints is recorded.

3.0 **POLICY:**

- 3.1 WRHA Logistics Services, through the Product Review, Evaluation and Standardization (PRES) Committees shall facilitate the monitoring and resolution process for supplies, drugs, equipment or service complaints post award.
- 3.2 The Logistics Services shall provide Complaint Registry reports to the affected PRES Committees on a regular basis via email or meeting agendas.
- 3.3 The Logistics Services may fax all serious (potential for harm) or severe (potential for death) complaints to Health Canada Health Products & Food Branch for information.

3.4 The Assistant Director, Regional Supply Chain shall ensure that complaints are acted upon and coordinated according to the established Logistics Services procedure.

4.0 **PROCEDURE:**

4.1 Reporting of the problem:

- WRHA Logistics Services Complaint Form is completed by the Stakeholder.
- The Stakeholder uses the Complaint Form to advise WRHA Logistics Services of actions already taken and/or required.
- The Stakeholder faxes the Complaint Form to WRHA Logistics Services.
- Logistics Services actions the complaint as per established internal procedures.

4.2 Follow up of the complaint continues with the Stakeholder and the supplier until an acceptable resolution is achieved.

4.3 If, after attempting resolution, the problem is still unresolved, then the issue is escalated to the respective PRES Committee(s) for review. The PRES Committee(s) has the authority to approve an exemption for a facility(s) being granted, if appropriate; refer to Contract Compliance Policy.

- If an acceptable resolution cannot be achieved, the contract is terminated and an alternate product is sought for all facilities. The WRHA Director, Regional Supply Chain and Regional Materiel Management Committee are advised.
- If the PRES Committee deems the resolution acceptable, Facility/Program will resume compliance to the contract award unless an exemption has been granted.
- If Facility/Program remains unable to comply, the Compliance Policy must be executed to determine the course of action.

4.4 All facilities and sites shall develop and implement a complaint management guideline that at a minimum addresses;

- Which complaint form to use
- When and how to complete a complaint form
- Where to send the complaint forms
- Identification of risks and appropriate actions to be taken
- Reference to Policy 40.00.050

5.0 **REFERENCES:**

WRHA Policy # 40.00.030 - Contract Compliance

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