



COMPLAINTS POLICY AND PROCEDURE

PURPOSE: Hospice Wellington (HW) is committed to providing excellent service. We recognize that from time to time there may be concerns or complaints, that our stakeholders have the right to raise such complaints or concerns and that they need avenues to do so.

We are committed to:

- Addressing complaints in a timely, fair, respectful and accountable manner.
- Providing an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved.
- Making this process accessible and open.

These procedures are set out in order to assist and make possible any complaint or concern.

RESPONSIBILITIES: Executive Director (ED), with support of Team Leads and Operations.

STANDARD OPERATING PROCEDURE

How To Make A Complaint:

- If you have a complaint or concern, you are encouraged to talk with the staff person who is most connected to the concern/situation. The relevant person can be found through the HW website, or by emailing to info@hospicewellington.org or by calling 519 -836 – 3921, ext. 225.
- This relevant person will document your concern, and include your name and contact information, the date, a description of the complaint, what you request to resolve the complaint and the final resolution or decision. It is hoped that through this conversation, your concern will be addressed to your satisfaction. You will be kept informed if there are more steps involved in addressing your concern.
- If your complaint is not resolved or if you are uncomfortable discussing the issue with the relevant person, you can inform the Executive Director about the complaint. Where a complaint is related to the Executive Director, the stakeholder may direct the complaint to the Board Chair, who will work to resolve the complaint.
- If the Executive Director is not able to resolve the complaint to the satisfaction of all parties, your concern will be referred to the Quality Committee or Board Chair. You will be kept informed at each step.
- The Executive Director may choose to bring the complaint forward to the Board of Directors for review and advice. The Executive Director will then determine what the appropriate action or recommendations are and will inform you in writing of this information. It is the responsibility of Hospice Wellington staff to implement the recommendations.



If your complaint remains unresolved and you are uncomfortable discussing the issue and resolution with Hospice Wellington directly, a third-party individual will be provided in order to address that resolution.

Guidelines

- Confidentiality will be respected at all times. There will be no repercussions to someone bringing forward a complaint in good faith.
- The initial response to a complaint should occur as soon as possible and not longer than one week from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.
- Documentation about the complaint will be kept in a file separate from any other file related to the stakeholder.
- It is the responsibility of all staff to have a working knowledge of the complaint resolution process and to co-operate with the processing of complaints.
- It is the responsibility of the supervising manager to track and respond to any trends identified through the complaint resolution process.
- It is the responsibility of the Executive Director to report to the Board and to the Quality Committee at least quarterly on the number, type and disposition of the complaints received.

Signature Pat Stuart

Pat Stuart,
Executive Director, Hospice Wellington

Date February 8, 2024

Date of Review: January 2025



WHISTLEBLOWER POLICY

Hospice Wellington's Code of Conduct and the Executive Limitations (together referred to below as the "Code") requires Directors, Officers, Volunteers, Employees, Contractors and Subcontractors to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As representatives or contracted workers of the Organization, all must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations.

No Retaliation

No Director, Officer, Volunteer, Employee, Contractors or Subcontractor, who, in good faith reports a violation of the Code of Conduct shall suffer harassment, retaliation or adverse consequence. A volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of volunteer role. This Whistleblower Policy is intended to encourage and enable volunteers and others to raise serious concerns within the Organization prior to seeking resolution outside the Organization.

Reporting Responsibility

It is the responsibility of all Directors, Officers, Employees and Volunteers to comply with the Code of Conduct, and organizational policies, and to report violations or suspected violations in accordance with this Whistleblower Policy. Employees and Volunteers will be provided with the policy during orientation and will provide signed acknowledgement of their receipt and their understanding of the process. The policy will be posted on the Hospice Wellington website for ease of access to all stakeholders.

Reporting Violations

The Code addresses the Organization's open-door policy and suggests that volunteers share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, the Volunteer Engagement Coordinator is in the best position to address an area of concern. However, if you are not comfortable speaking with the Volunteer Engagement Coordinator, you are encouraged to speak with the Executive Director. Staff are required to report suspected violations of the Code of Conduct to the Executive Director who has the responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following the Organization's open-door policy, individuals should contact the Executive Director directly.