



APPENDIX #3

External Complaint Form

Hospice Simcoe strives to continuously improve the quality of care and services provided to our clients, residents and families. Compliments, suggestions and complaints provide an important source of information in identifying opportunities to improve services.

Hospice Simcoe encourages individuals to bring their complaint/concern forward and will strive to address them with reasonable solutions. Complaints/concerns may vary in nature and include, but are not limited to:

- Perceived unfair or inequitable treatment such as:
 - A decision by the hospice that a person is not eligible for its services
 - A decision by the hospice to exclude a particular service from the plan of care
 - Discontinuation of service
- The quality of services provided
- Harassment whether sexual, discriminatory, or personal in nature.
- Abuse of authority.

The Executive Director will ensure that all written complaints/concerns will be responded to in a timely manner. Please provide some detail of the situation and submit this form to the Executive Director via email or direct mail. Clients whose complaint/concerns involve the Executive Director may submit to the Board of Directors by mail to the "Board Chair" - Current contact information is on our website at www.hospicesimcoe.ca

Date: _____ Name: _____ Phone #: _____

Details of Situation/Issue/Incident:



REVIEWED BY: _____

REVIEWED DATE: _____

RECOMMENDATION/RESOLUTION:

Name of any applicable witnesses: _____