

One of our core values that guides our work is to treat all people with compassion, respect and fairness.

You can help us live this value and improve our services by providing your feedback.

If you need any assistance completing the form, please ask a staff member.

Contact Administration (807)274-4825
www.riversidehealthcare.ca
riverside@rhcf.on.ca

**Riverside Health Care
Administration**

110 Victoria Ave
Fort Frances, ON P9A 2B7
(807) 274-3261

Fax: 807-274-2898
E-mail: riverside@rhcf.on.ca

Concerns Complaints and Compliments



www.riversidehealthcare.ca

Riverside Health Care wants to make every encounter with patients and families an opportunity for quality improvement.

What is the first step?

Concerns, complaints and compliments are best addressed and resolved at the time and place they occur. If you have a complaint, concern or compliment, contact the person who provided the service or the manager of that area.

If you wish to write your concern/complaint or compliment please use the space provided on the back page of the brochure and attach additional pages if required. It can be left with any Riverside Health Care staff member or mailed to the address on the back of this form. Please include the following:

- * Clearly identify your concern(s) with the services you received.
- * Include only "factual statements" in your complaint (ie. Avoid use of opinion).
- * Refrain from use of offensive statements (ie. Personal attacks or threatening, racist or sexist statements).



What can I expect if I file a complaint?

Your complaint will be recorded and managed in a prompt and fair manner. We will work with you towards a resolution by connecting with the appropriate health care providers and investigating your concern. Our priority is to address your complaint in a timely manner and provide you with an explanation of decisions and actions taken as a result. Your privacy and confidentiality will be respected and protected throughout the process.

Riverside Health Care acknowledges the need to maintain a healthy, respectful balance between the public and health care providers in an effort to provide safe, quality care.

By being accountable and transparent, Riverside Health Care will enhance trust in the health care system.

All written submissions will be acknowledged in writing by the President & CEO.

Date: _____ Address: _____

Name: _____

Phone Number: _____

Signature: _____

Concern, Complaint and Compliments: _____
