* 1. **Complaint R****esolution**

Department: Assisted Living

Approved By: Executive Team

Issue Date: February 19, 2007

Updated: March 9, 2016

**Purpose:**

To provide a process to promote timely and satisfactory resolution of any/all complaints or grievances received from residents, families or employees regarding the delivery of Housing, Hospitality or Personal Support Services provided by Southview Heights.

**Procedure:**

1. Staff receiving the complaint should begin the documentation by completing the upper portion of the complaint form and notify the Assisted Living Manager verbally.
2. Forward the document to the Assisted Living Manager.
3. The Assisted Living Manager will contact complainant acknowledging receipt of complaint and provide the complainant with a copy of the Office of Assisted Living Registrars brochure if they do not have one in their possession.
4. The Assisted Living Manager will notify and brief the Executive Director of complaint.
5. The Assisted Living Manager will conduct an investigation and develop a workable and reasonable solution within 48 hours of receiving the complaint.
6. If the proposed solution is acceptable to both parties, the Assisted Living Manager will then indicate that on the complaint form.
7. Assisted Living Manager will forward the completed complaint form to the Executive Director.
8. The Assisted Living Manager will notify the complainant in writing the resolution.
9. If the complaint/grievance remains unresolved at the Assisted Living Manager’s level, the Vancouver Coastal Health Case Manager will be contacted to further assist in the resolution of the complaint.

**Contact information**:

Vancouver Coastal Health

South Health Unit

604-321-6151