



WINDSOR FAMILY HEALTH TEAM PUBLIC CONCERN RESOLUTION PROCESS

Why Raise a Concern?

Windsor Family Health Team is committed to listening, learning and responding to your concerns as we strive to provide the highest quality of healthcare in a welcome and supportive environment. We are here for you and we want you to be satisfied. Raising a concern may also lead to improvements for all our patients. We value your concerns and will do our best to look for a solution that does not impact your care but that cannot be guaranteed because some concerns may not be correctable. Concerns raised by you do not become part of your clinical record.

Do you have a concern that you wish to raise?

We want it to be easy for you to raise a concern. You can talk to anyone on the Windsor Family Health Team. You can do it in person or give us a call. If you prefer, you can send us something in writing and, if you like, use our *Concern Form* available: on our website (<http://www.windsorfht.ca/>), in our reception area and from every member of our Team. We are happy to assist you in any way we can. Please do not hesitate to ask us for help.

What's the process?

- Step 1:** If you have a concern, we encourage you to raise it directly with our team members at the time the concern first arises. We understand that sometimes concerns are not immediate. If a concern comes to you after the circumstances giving rise to it have passed, please let us know and we will coordinate a meeting or telephone conference at the earliest opportunity with the relevant team members. No matter what, our team members will listen to you, they will consider your position carefully and make every effort to resolve your concern.
- Step 2:** If you are not satisfied after raising your concern directly with involved Windsor Family Health Team members or, if you do not feel comfortable dealing directly with them, you can ask to speak with the Manager of Quality, Experience and Patient Safety. At this point in the process, we will use one of our *Concern Forms*. You can fill it out on your own or we can help. It's available on our website (<http://www.windsorfht.ca/>), in our reception area and from every member of our Team.
- Step 3:** All completed *Concern Forms* are forwarded to our Executive Director. You can e-mail it, drop it off or post it to the following address:

Windsor Family Health Team
2475 McDougall, Suite 245
Windsor, Ontario, Canada
N8X 3N9
Attention: Margo Reilly, Executive Director
Email: mreilly@windsorfht.ca

The Executive Director will either directly, by delegation, or through a neutral party, thoroughly investigate your concern and bring to bear whatever resources are thought to be appropriate to provide proper resolution. If your concern involves the Executive Director, our Board President will carry out this step.

- Step 4:** You will hear from us within ten (10) business days of receiving your completed *Concern Form*. Hopefully, by that time we will have had an opportunity to thoroughly investigate your concern and can provide you with a response but, if not, we will give you a status report and thereafter keep you posted until the matter is resolved as best we can.

- THANK YOU -

Concern Form

The Windsor FHT appreciates feedback on our services. Please note that complaints about medical treatment offered/initiated/stopped by a regulated health care professional should be filed with the individual's professional college or licensing body in accordance with their complaints process.

Name: _____

Date of incident/ concern: _____

Does this involve a person process/procedure facility

If a person is involved, who are they? _____

The Windsor Family Health Team encourages healthy dialogue and transparency between patients and their health care team. Please indicate if you have done one of the following:

I have tried to resolve this issue directly with the staff person(s) involved. Yes No N/A

I Plan to discuss/resolve this issue at our next encounter. Yes No N/A

Please provide details of the issue and your desired outcome:

Consent:

- I agree to allow the executive director of the WFHT to access my patient record for relevant notes or details that are related to my concern.
- I do not grant access to the executive director to review my patient record for the purpose of investigating this concern.

(Signature)

(Date)