

# Compliment Us!

Positive feedback is also appreciated so we can keep doing what works well and recognize outstanding care or services. If you have had a positive experience with a staff member, volunteer or program, we'd like to hear about it and share your appreciation with those responsible. The best way to recognize efforts of employees is to tell them directly or telephone, write or email his/her supervisor with your comments.

Visit us at

[ndfht.ca](http://ndfht.ca)



**WORKING**  
**TOGETHER**  
**FOR BETTER**  
**HEALTH CARE!**

**Melissa Harvey**  
**Executive Director**



**Message Us**  
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**Office Location**  
123 Hogan Rd, Nipigon ON



**Main Reception**  
Call 807-887-5252 ext. 2



**PATIENT/CLIENT  
RELATIONS  
PROCESS**



# We Appreciate and Value Your Opinion

Nipigon District Family Health Team is committed to providing the best quality of care possible for our patients, residents and their families.

It is important for us to know if there is a problem with any service or with our health care providers so that it can be resolved and we can improve our services.

**You can make an informal complaint to any of the following people:**

- The NDFHT staff who provided a service to you
- Front desk receptionist
- The NDFHT Executive Director

If these individuals are unable to resolve your complaint, you can make a formal complaint, in writing using the NDFHT Patient/Client Concern/Complaint Form, to Nipigon District Family Health Team's Executive Director.

It is important the complaint be in writing so we are clear about your concern(s) and we can tailor our response to your issues. It will be a great help if you are as specific as possible about your complaint.

## Our Process for Resolving Complaints

If you have made a formal complaint, the Executive Director will:

- Acknowledge and discuss your written complaint with you
- Explain the complaints resolution process to you
- Inform you of the progress of your complaint
- Attempt to facilitate a fair, speedy and efficient resolution of your complaint

The Executive Director (or delegate) will acknowledge your complaint ideally within five working days and aim to look into your complaint within ten working days of the date your complaint was received in writing.

The Executive Director will then be in a position to offer you an explanation or a meeting with the people involved.

Of course, some complaints can be complicated to investigate and resolve, and in those cases, we may need more time and may require the assistance of the FHT's Lead Physician.



The Executive Director will keep you apprised of our estimated timelines. When we look into your complaint, we will aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology where one is appropriate.
- Identify what we can do to make sure the problem does not happen again.

The ultimate goal of our conflict resolution process is the continuation of a good therapeutic relationship so that you can continue to receive health care services in a manner that is responsive, efficient, safe and sensitive to your needs.

**Note:** If your complaint involves the Executive Director or the Lead Physician, the Chair of the Board of Directors will be notified and may choose to process the complaint personally or delegate the responsibility.