

| Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL | |
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| Section: G. Emergency Medical Services | Effective Date: Sept. 14, 2009 |
| Topic: 5. Public Relations | Replaces: New |
| Subject: 4. Responding to Complaints/Inquiries | |
| Policy No. G.5.4. | Page 1 of 1 |

PURPOSE

To ensure that complaints are reported and responded to in an appropriate manner and timely fashion.

APPLICATION

Paramedics, EMAs, Management

PROCEDURE

1. If an EMA and Paramedic receives a written or verbal complaint they should:
 - a) be non-confrontational,
 - b) not respond to the complaint itself,
 - c) accept the complaint and assure the complainant that the concern will be forwarded to their immediate superior,
 - d) offer the Quality Assurance Manager contact information to the complainant;
 - e) notify the Duty Officer as soon as feasible after receiving the complaint;
 - f) complete an incident report as per this manual.
- 2) All Managers are required to immediately notify the Director (or delegate in his absence) if the complaint is a Serious Occurrence as defined in DSB Policy 7.8, Serious Occurrence Reporting.
- 3) The Director (or delegate) will notify the DSB CAO when required by DSB Policy 7.8, Serious Occurrence Reporting.
- 4) The Quality Assurance Manager will investigate all complaints and provide facts to the Director.
- 5) The Director will provide direction on the actions to be taken and the response to the complaint.

REFERENCE

DSB Directive 7.8 Serious Occurrence Reporting
Policy Directive G.3.2 Incident Reports