

## PETERBOROUGH PUBLIC HEALTH

### Board of Health

### POLICY AND PROCEDURE

<b>Section:</b> Board of Health	<b>Number:</b> 2-280	<b>Title:</b> Complaints, Public
<b>Approved by:</b> Board of Health		<b>Original Approved by Board of Health On (YYYY-MM-DD): 1997-02-12</b>
<b>Signature:</b> _____		
<b>Date (YYYY-MM-DD):</b> 2019-12-11		
<b>Reference:</b>		

**NOTE:** This is a **CONTROLLED** document for internal use only, any document appearing in a paper form should **ALWAYS** be checked against the online version prior to use.

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### POLICY

#### Objective

All complaints received from members of the public, stakeholders, and partners will be addressed in a timely manner, in writing, and in accordance with Board of Health By-laws, policies, and procedures.

All complaints received by members of the Board of Health will be referred to the Medical Officer of Health for investigation and follow up.

### PROCEDURE

1. The complainant will be requested to submit their complaint in writing. If assistance is required this will be provided by Peterborough Public Health (PPH) staff. Submissions can also be sent via e-mail to [info@peterboroughpublichealth.ca](mailto:info@peterboroughpublichealth.ca).
2. One copy of the complaint is forwarded to the applicable Director and another copy is forwarded to the Medical Officer of Health. The Director has fourteen days to investigate and prepare a response to the complaint. A copy of the Director's response to the complaint is forwarded to the Medical Officer of Health.
3. If the response is not satisfactory to the complainant he or she will be directed to the Medical Officer of Health for follow-up.
4. The Medical Officer of Health will investigate the complaint and issue a report to the complainant within two weeks. If the Medical Officer of Health is of the opinion that the complaint is frivolous, vexatious, made in bad faith, or an abuse of process, she/he will bring it to the attention of the Board.

5. Should a Board member be approached directly with a complaint, they will advise the complainant to submit their grievance using the process outlined in this procedure.
6. The Medical Officer of Health will produce an annual summary report of complaints for the Board of Health. This report will be provided to the Board no later than in the first quarter of the following year.

**Review/Revisions**

**On** (YYYY-MM-DD): 2009-02-11 (Board)

**On** (YYYY-MM-DD): 2015-09-09 (Board – procedure 2-281 incorporated)

**On** (YYYY-MM-DD): 2017-09-13

**On** (YYYY-MM-DD): 2019-12-11