

PETERBOROUGH PUBLIC HEALTH

Board of Health

POLICY AND PROCEDURE

Section: Board of Health	Number: 2-280	Title: Complaints, Public
Approved by: Board of Health		Original Approved by Board of Health On (YYYY-MM-DD): 1997-02-12
Signature: <i>Original signed by BOH Chair</i>	Author: Medical Officer of Health	
Date (YYYY-MM-DD): 2023-03-08		
Reference:		

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.

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.

Complaints received regarding Peterborough Public Health (PPH) as an organization, or regarding a PPH staff member, will follow the procedure outlined below.

Complaints related to inspected facilities are not applicable. These will be directed to PPH Inspection staff via phone or email to ensure they are responded to and documented appropriately.

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.
2. The Executive Assistant to the Board of Health, or designate, will confirm receipt of the complaint. One copy of the complaint is forwarded to the applicable Director and another copy is forwarded to the Medical Officer of Health (MOH). The Director has fourteen (14) days to investigate and prepare a response to the complaint. A copy of the Director's response to the complaint is forwarded to the MOH.
3. If the response is not satisfactory to the complainant, they will be directed to the MOH for follow-up.

4. The MOH will investigate the complaint and issue a response to the complainant within fourteen (14) days.
5. If the Medical Officer of Health is of the opinion that a complaint is frivolous, vexatious, made in bad faith, or an abuse of process, the complaint will be reviewed with the Board Chair. The Board Chair will either concur with the MOH, or initiate the process outlined in item 6.
6. For complaints regarding the MOH specifically, the Executive Assistant to the Board of Health will notify the complainant of the following process:
 - a. The complaint will be brought forward to the attention of the MOH and Board Chair. If the Board Chair determines the complaint is valid (i.e., does not meet the criteria outlined in item 5), the Chair will initiate the following process:
 - i. The complaint will be brought forward to a sub-group consisting of the Board Chair, Vice Chair, and Chair of the Governance Committee (or a member of that Committee should a Committee Chair remain to be elected).
 - ii. The sub-group will investigate and respond within thirty (30) days at which time the complaint will be considered resolved, or the complainant will be advised that the matter will be referred to the Board of Health at its next regularly scheduled meeting.
 - iii. The Board Chair will issue a response within ten (10) days of that meeting, and the Board of Health will receive this via regular correspondence.
7. 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.
8. The Medical Officer of Health will produce an annual summary report of complaints for the Board of Health which were responded to via this process. 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

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

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

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

On (YYYY-MM-DD): 2022-11-09

On (YYYY-MM-DD): 2023-03-08