

Hearing and Speech Nova Scotia

Name: Complaints (Client, Stakeholder, Public)	Page: 1 of 1	Policy/Procedure: 16.4
Effective Date: December 2003	Revised: July 2021	

Policy

HSNS strives to be responsive to all client, stakeholder and public concerns in a timely manner. If a staff member receives, or becomes aware of a complaint that has been submitted by an external party, the staff person should initiate the complaint procedure.

Procedure

Complete a detailed description of the concern on the [Incident/Investigation Report form](#) and forward electronically to the manager (or covering manager).

If the complaint is from a client, an entry should be made in the electronic medical record (EMR) detailing date the complaint was received, how it was received (e.g., phone, in person, in writing) and a very general description of the complaint (e.g., concern re: wait time). The date that the Incident form was forwarded to the manager should also be recorded. The Incident/Investigation form **is not** scanned or uploaded into the EMR.

For complaints related to the Personal Health Information Act (PHIA), please provide the [PHIA complaint form](#) to the complainant. The custodian must respond to the complaint within 60 days.

Please refer also to:

[Risk Management \(5.2\)](#)