

Facility	DOWNSVIEW LTCC		POLICY & PROCEDURE	
Department	PERSONNEL	Category	COMPLAINT MANAGEMENT	Policy Number COM-001
Subject	COMPLAINTS		Issuing Authority	Downview Long-Term Care Centre
Effective Date	January 2026	Supersedes	July 2025	Page 1 of 3

Purpose: To provide residents and their families with an opportunity to share their thoughts, concerns, and complaints, and to receive a response in a respectful and constructive manner.

To provide consistent directions to the staff, and the organization, on quality improvement.

To ensure that services are fully aligned with our mission and vision.

It is the policy of our organization to invite and welcome feedback about our service delivery. The following protocol outlines the process DLTCC will follow in regards to feedbacks/complaints we receive.

Policy: DLTCC places high value on feedback from its clients. This feedback is used to shape and refine the current and future delivery of services. The various structures and mechanisms for dealing with complaints are defined in the procedure below.

Standard(s): CCHSA
PEPIDA
Residents Rights

Procedure:

Define Problem & Gather Information

1. All complaints will be treated as legitimate until a thorough investigation is fully completed by all parties involved within the department from which the complaint is coming from and a resolution is reached.
2. All complaints will be investigated in an unbiased, respectful and tactful manner while protecting the rights and dignity of the complainant(s).
3. Downview Long-Term Care Centre will review and address all complaints/concerns promptly and ensure that every effort is made to respond and resolve issues as quickly and respectfully in accordance with the procedure.
4. All complaints/feedback procedure would be accessible to the public in our admission's package and at locations within the facility.

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5. All complaints/feedback will be examined and evaluated regularly for ways to improve our service delivery.

If you have any concerns, complaints or would like to give feedback about any of our services, here are some ways in which you can share it with our staff:

1. If you have an idea, comment or a concern, speak with the nurse or manager responsible for your care and service, he/she will be able to help you.
2. If you are still not satisfied with the response, speak with the Director of Care or the Administrator-they are here to hear you ideas, concerns and complaints, and to guide quality improvement.
3. Alternatively, you may wish to convey your ideas, complaints or concerns in writing, and or by sending an email to the appropriate person. All communications are reviewed regularly and are brought to the manager for immediate attention. We encourage you to leave us your contact information so we can thank you for your suggestions.

We are convinced that the above communication approach will improve your perception of DLTCC and help to resolve your complaint or concerns satisfactorily. We recognize that complaints stem from unsatisfied experiences, that is why we are determined to address all concerns, complaints and ideas quickly and effectively as possible.

We want to hear your comments and concerns before they become complaints. Therefore, if you have ideas, comments or concerns that are not handled to your satisfaction, we have a complaint management process to help. Our efficient management of complaints is based on the principle of transparency, accessibility and responsiveness.

If you have a complaint:

1. Please let us know the details as well as if you have tried to resolve the issue, comment or concern unsuccessfully. Depending on the nature of your complaint, we may be able to satisfactorily resolve it right away.
2. Sometimes, a complaint may take a bit longer to be resolved satisfactorily; in that case, if the process is going to take longer, we will notify you within 10 business days about the process and a foreseeable resolution. However, if for whatever reason we cannot or unable to successfully resolve a complaint, we will tell you why and discuss other possible options. Although we take every complaint, concern or issue seriously, higher priority is placed on alleged harm or risk of harm to one or more residents, and therefore an investigation shall commence immediately.

Internal Complaint Procedure:

Every concern, issue and complaint must be treated seriously and considered as feedback for improving our service delivery.

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As set out in the Fixing Long-Term Care Act: 2021, (FLTCA), ON. Reg. 246/22, every staff shall ensure that all written or verbal complaint made to the Downsview Long-Term Care Centre or a staff member concerning the care of a resident or operation of the home is dealt with as follow:

- 1) Document all complaints, incidents, concerns and issues; whether it was verbalized or written.
- 2) All documentation must be given to the Charge Nurse who in turn will bring it to the Director of Nursing or the designated immediately.
- 3) All Complaints will be investigated and resolved where possible and a response that complies with the Ministry of Health and Long-Term Care Regulations will be provided within 10 business days of the receipt of the complaint. In cases where the complaint alleges harm or risk of harm to one or more residents, an investigation shall commence immediately.
- 4) For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business of receiving the complaint. It shall include the date by which the complainant can reasonably expect a resolution and a follow-up response shall be provided as soon as possible.
- 5) A response shall be made to the person who made the complaint, indicating what DLTCC has done to resolve the complaint or whether DLTCC believes the complaint to be unfounded and reasons for the belief.
- 6) Managers shall ensure that a documented record of all complaints are kept in DLTCC complaint binder handled by the social worker, and shall include the following:
 - a. The nature of the complaint, issue or concern
 - b. The date the complaint was received
 - c. The type of action taken to resolve the complaint, including the date of the action, time frames for action to be taken and any follow-up required
 - d. Every date on which any response was provided to the complainant and a description of the response
 - e. The final resolution if any as well as any response made in turn by the complainant.
- 7) The social worker and the facility Administrator shall review and analyze complaints at least three times per year to look for trends as well as to ensure that there is continuity and consistency. The result of the review and analysis will be used to determine improvements

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in service delivery. Finally, DLTCC will maintain a documented record of each review, as well as possible any improvements made in response.

To ensure that residents and their families' perception of DLTCC remain high, we are providing a list of the appropriate channels for you complaints, issues and concerns to be promptly and efficiently addressed.

WHO TO CONTACT AT DOWNSVIEW LONG-TERM CARE CENTRE

MANAGERS	UNITS	EMAILS	TELEPHONE	EXT
Mary Buhion	Director of Care (ADOC)	adrc@downsviewltcc.com	416-663-3431	227
Susan Williams	Registered social Worker (RSW)	socialworker@downsviewltcc.com	416-633-3431	240
Juliet James	Food Services Manager	fss@downsviewltcc.com	416-633-3431	238
Doris Nwosu	Director of Residents Program	rec@downsviewltcc.com	416-633-3431	231
Robert Scott	Administrator	Robert.scott@gemhc.com	416-633-3431	274

Please be advised that all employees are required to be aware and comply with the terms set out in the Policy & Procedure statements. Where an employee is deemed to be violating a policy/procedure he/she may subject themselves to disciplinary action.