



SUGGESTIONS, CONCERNS, COMPLAINTS

Please see any member of staff to voice a suggestion, concern or complaint as we work together to put our Residents First.

You may also complete the Suggestions, Concerns, Complaint Form available at the Nursing Stations. The completed form may be submitted to the Charge Nurse, a manager or the Business Office.

Dom Lipa has a Managing and Reporting Complaints Policy in place:

- to ensure that complaints are managed effectively and within the timelines outlined in relevant legislation
- to respond to resident , family concerns in a systematic way regarding the complaint investigation and that action taken to resolve the complaint is communicated and documented

To read the policy, it can be found posted on the 1st and 2nd Floor Posting Board by the Chapel.

To receive a copy of the policy, it can be obtained from the Business Office or send an email to info@domlipa.ca requesting the Managing and Reporting Complaints Policy.