



## Listening to your Concerns & Complaints

**We don't always get things right. Listening to what you tell us will help us continue working to improve the quality of our services.**

If you are unhappy with any aspect of our service then the first step is to communicate to the person you have been dealing with what you were unhappy with, and what outcome you are looking for. We will then look into this and aim to resolve it with you.

If you have difficulty communicating in writing then you can give your complaint by telephone, or request assistance from us – we're here to help.

### Who can make a complaint?

A complaint can be made by anyone who is negatively affected by our service. If you are complaining on someone else's behalf, we will first need to check with them that they are happy for us to respond to you.

Please be assured that raising your concerns will not harm or prejudice the care you, or the person you care for, is given.

Except in exceptional circumstances, complaints should be received by us no more than 12 months after the date of the activity which is subject of the complaint.

### How does it work?

When we receive your complaint, we will speak to the staff and clinician involved and find out what has gone wrong. Then we will work with you to see how it can be resolved. The vast majority of complaints are resolved in this way.

### How long does it take?

We will acknowledge receipt of your complaint within three working days of receiving it. Except in exceptional circumstances we will respond to your complaint in writing with our findings and proposed resolution within 30 working days.

### What if I'm unhappy with the response?

We will do all we reasonably can to resolve your complaint to your satisfaction. If you are not happy with our response

for any reason then we will have it reviewed by our Medical Director. They will look at how we have responded and if they feel that we have not been fair and transparent then they may amend the response.

### Will my complaint be kept confidential?

Your complaint will only be shared with relevant members of staff, in order ensure we can properly investigate and respond.

We will then use any issues and learning that arise from this as part of our governance arrangements, but this will NOT include details about you.

### You can reach us at:

Email: [admin@manorclinic.ca](mailto:admin@manorclinic.ca)

Tel: 780-669-8555

Post: Manor Clinic  
1107 127 Street SW  
Edmonton T6W 1A3