

## NTHC Complaints Process

Noojmowin Teg Health Centre (NTHC) believes clients and the general public have the right to offer complaints or express concerns related to our programs and services. If something did not go well or clients are concerned about their experience(s) with the programs and/or services, we want to hear from them.

**NTHC believes that complaints and concerns are catalysts for change and will help the organization to improve the quality of our programs and services.**

## Responding to Complaints

- All complaints will be treated seriously, fairly, confidently and will be investigated
- All complaints to be acknowledged and investigations commenced within 10 business days of receipt of the complaint
- Noojmowin Teg Health Centre will attempt to resolve complaints as soon as possible
- Anonymous complaints and uncorroborated complaints by a third party will not be addressed.

**If you would like to file a complaint or provide a compliment regarding Noojmowin Teg Health Centre's staff, programs and/or services, either by phone or in writing, please correspond to:**

### Noojmowin Teg Health Centre

Hwy 540, Postal Bag 2002  
48 Hillside Rd,  
Aundeck Omni Kaning  
Little Current, ON P0P1K0  
Tel: (705) 368-0083  
Fax (705) 368-3922

[info@noojmowin-teg.ca](mailto:info@noojmowin-teg.ca)



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## Verbal or Written complaints are welcomed

Noojmowin Teg Health Centre recognizes two types of complaints/concerns:

**Informal complaints/concerns** should be and are often resolved satisfactorily by the people involved.

**Formal complaints/concerns** include:

- a. Unresolved informal complaints/concerns
- b. Allegations which may be constructed to be professional misconduct, sexual or other abuse, harassment, failure to comply with regulatory standards, guideline and legislation, etc.
- c. Complains/concerns about all Noojmowin Teg Health centre Employees
- d. Complaints/concerns that may put the organization at risk must be reported immediately to the Executive Director (Or designate) for review, whom in turn will immediately report to the Board of Directors.

***The Board of Directors will be kept informed of formal complaints/concerns of the general public on an annual basis by the Executive Director.***



## Informal Complaints/Concerns Process

- Periodic complains/concerns which arise between staff and individuals during service delivery should be and are often resolved satisfactorily by the people involved.
- Where the complaint is expressed to a third party (staff member), the complainant should be encouraged to speak directly with the staff member involved.
- If the complainant is unwilling to speak with the involved staff member, or the issues(s) cannot be resolved, the complaint escalates to a formal complaint. The involved staff member will inform their Program Manager that a potential formal complaint may be filed.
- A complaint/concern relating to the organization (e.g. administration, facility) will be referred to the appropriate Program Manager.
- Informal complaints/concerns which cannot be satisfactorily resolved become formal complaints.

## Formal Complaints/Concerns

- Formal complaints may be received in writing (preferred) or verbally when necessary to the appropriate Program Manager. A formal complaint form must be completed. The form is available on the Noojmowin Teg Health Centre website and is also available from the receptionist.
- Complainants may request assistance to complete the complaint form. The Program Manager will discuss and facilitate the process, as indicated. This may include assistance from a Program Manager or a neutral third party agreeable to the complainant.
- Formal complaints are to be addressed to the centre, The Program Manager will initiate documentation of the complaint resolution for upon receipt of the complaint.
- If a complaint cannot be resolved satisfactorily, the matter will go to the Executive Director. If satisfactory resolution has not been achieved at this level, the matter will go to the Chair of the Board of Directors.
- Complains related to the performance of the Executive director should be addressed to the Board of Directors. The Board will endeavour provide a written response.

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