

## **Royal Alexandra Hospital Foundation Complaints Policy**

The Royal Alexandra Hospital Foundation (the Foundation) is committed to maintaining its positive reputation within the community, and as such, encourages members of the community to voice their concerns with the Foundation.

### **Purpose**

The purpose of this policy is to define a process for hearing complaints from external stakeholders and members of the community and a procedure by which complaints will be addressed and resolved within the abilities of the Foundation.

### **Policy**

External stakeholders are encouraged to contact the Royal Alexandra Hospital Foundation by mail, e-mail or telephone at the coordinates listed below. Upon acceptance of the complaint, the staff will respond to the stakeholder to acknowledge the complaint, then enter the complaint into an Issue Resolution Log and follow procedure towards a reasonable resolution. In cases where complaints involve personal injury or legal risk, the Finance, Audit and Risk Management Committee will be briefed.

In cases where complaints are made to the Foundation regarding medical care at the Royal Alexandra Hospital, every effort will be made to ensure patient privacy, and direct concerned parties to hospital resources.

### **Procedure**

Staff members are advised to allow stakeholders to articulate their grievances within the limits of decency and respect. Upon acceptance, the complaint will be entered into the Issue Resolution Log and forwarded to the Director of Business Systems and Donor Acquisition. The Director will take steps to resolve the complaint within the reasonable limits or dismiss the complaint; or bring the complaint to the attention of the Vice President.

From time to time, the Foundation receives complaints relating to medical care at the Royal Alexandra Hospital. While the general nature of these complaints may be logged in the Issue Resolution Log, these concerns may be addressed by immediately passing them on to Patient Relations at the Royal Alexandra Hospital and Alberta Health Services in a prompt and confidential manner so they can be addressed by the healthcare system.

If the Vice President becomes involved, they may determine what reasonable action can be taken to resolve the complaint, and whether or not it is necessary to brief the board of directors on the issue.

All steps taken, including contact and conversations shall be noted in the Issue Resolution Log, and presented to the Board of Directors for review annually.

## **Contact Information**

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