

Patient Relations Process

Making a Complaint or Giving
a Compliment

We Appreciate and Value Your Opinion

Nipigon District Memorial Hospital is committed to providing the best possible care for our patients and their families. Feedback assists Nipigon Hospital in improving services both, to our patients and the community.

Our Commitment to You

Nipigon Hospital is committed to treating all complainants with respect, sensitivity and confidentiality. No one will be subject to unfair treatment as a result of making a complaint about standards of care or Service.

We aim to resolve complaints in a timely manner. Nipigon Hospital will:

- acknowledge the complaint within 24 routine or business hours, and
- provide a written or verbal response to the complainant within 10 working days

Occasionally, a more serious or complex complaint may take longer.

What is a Service Complaint

"A service complaint is any expression of dissatisfaction or concern, by or on behalf of a consumer or group of consumers regarding the provision of health service and health care."

When a health care consumer is dissatisfied or has a concern, he/she has the right to have the complaint heard and acted upon.

It is important for the Hospital to know if there is a problem with our health care, services or providers so that it can be resolved.

Before Making a Complaint

Miscommunication is often the cause of concern or dissatisfaction.

Before making a formal complaint, we encourage you to talk directly with the person(s) involved, or speak with a Senior Manager.

Making a Complaint

When a direct approach is not possible or the issue cannot be resolved at that level, a Complaint can be submitted to Hospital's Administration Office in person, by phone, mail or email.

Complaints can also be made on behalf of someone else.

Giving a Compliment

Your positive feedback is also encouraged. This way we know that what we are doing, is working well and permits us to recognize outstanding care and services.

If you have had a positive experience with a staff member, volunteer or program, we'd like to hear about it and share your appreciation with those responsible.

The best way to recognize efforts of employees is to tell them directly. A written acknowledgement is also welcome.

Alternate Format and Communication Support

Alternate format and communication support are available, upon request. Please visit our website to learn more about our commitment to Accessibility.

How to Contact Us

In Person
Administration Office

Phone
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Mail
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