

Quality Healthcare is Your Right

Know your Complaint Procedure

Step 1



or



or



or



Lodge the complaint - by speaking to us at the health centre, or the hospital, or calling us or writing to us via letter, email or filling out a Complaint Form.

Step 2

Acknowledge your complaint - we will do so in writing within **5 days**.

Step 3



We investigate - by reviewing medical records, taking written statements and conducting interviews.

Investigation Timeline - we aim to finish our investigation within **180 days**. The time spent depends on how complex the case is and how long ago the incident occurred

Step 4



We invite you to a meeting - to discuss the findings of the investigation and to determine your level of satisfaction.

If you are not satisfied, your complaint will be escalated from the Hospital or Health Centre until all options are explored.

Parish Health Services

Regional Health Authority

Head Office - Ministry of Health & Wellness