

WINDSOR FAMILY HEALTH TEAM PUBLIC CONCERN RESOLUTION PROCESS

Why Raise a Concern?

Windsor Family Health Team is committed to listening, learning and responding to your concerns as we strive to provide the highest quality of healthcare in a welcome and supportive environment. We are here for you and we want you to be satisfied. Raising a concern may also lead to improvements for all our patients. We value your concerns. In raising them you will not be compromising future access to care. Concerns raised by you do not become part of your clinical record.

Do you have a concern that you wish to raise?

We want it to be easy for you to raise a concern. You can talk to anyone on the Windsor Family Health Team. You can do it in person or give us a call. If you prefer, you can send us something in writing and if you like, use our Concern Form available: on our website (<http://www.windsorfht.ca/>), in our reception area and from every member of our Team. We are happy to assist you in any way we can. Please do not hesitate to ask us for help.

What's the process?

Step 1: If you have a concern, we encourage you to raise it directly with our team members at the time the concern first arises. We understand that sometimes concerns are not immediate. If a concern comes to you after the circumstances giving rise to it have passed, please let us know and we will coordinate a meeting or telephone conference at the earliest opportunity with the relevant team members. No matter what, our team members will listen to you, they will consider your position carefully and make every effort to resolve your concern.

Step 2: If you are not satisfied after raising your concern directly with involved Windsor Family Health Team members or if you do not feel comfortable dealing directly with them, another member of our team will be available to help you – just contact anyone with whom you feel comfortable dealing. At this point in the process we will use one of our Concern Forms. You can fill it out on your own or we can help. It's available: on our website (<http://www.windsorfht.ca/>), in our reception area and from every member of our Team.

Step 3: All completed Concern Forms are forwarded to our Executive Director. You can e-mail it, drop it off or post it to the following address:

Windsor Family Health Team
2475 McDougall, Suite 245
Windsor, Ontario, Canada
N8X 3N9

Attention: Mark Ferrari, Executive Director
E-mail: mferrari@windsorfht.ca

The Executive Director will either directly or through one of our neutral Team members thoroughly investigate your concern and bring to bear whatever resources are thought appropriate to provide proper resolution. If your concern involves the Executive Director then our Board President will carry out this step.

Step 4: You will hear from us within 10 business days of receiving your completed Concern Form. Hopefully by that time we will have had an opportunity to thoroughly investigate your concern and can provide you with a response but if not, we will give you a status report and thereafter keep you posted until the matter is resolved as best we can.

- THANK YOU -

