

COMPLAINTS

THE POLICY

Health Protection Services Complaint and Intake Policy states that, “Health Protection staff will respond to public complaints and inquiries in a courteous, consistent, reasonable, and timely manner. A complaint is an expression of dissatisfaction”.

OUTCOME STANDARDS

Our standards are to achieve public health goals and objectives through alignment with Interior Health’s vision of *Less Risk, Better Health*, legislative requirements, risk management, and operational priorities. Tracking and reporting of complaint response data is analyzed for trends and re-occurrence, to ensure appropriate and timely response to complaints, and to develop and monitor performance indicators.

PRIVACY AND CONFIDENTIALITY

Health Protection staff will endeavour to maintain confidentiality of the complainant’s and associated individual’s identities during the course of a complaint response.

DECISION PROTOCOL

Decisions will be made at the local level for a fair and rapid resolution. The intent of this practice is to promote an unencumbered process, professional accountability of staff, and adherence with the Health Protection mandate strategy.

DECISION REVIEW

If you disagree with the decision of the Environmental Health Officer or Licensing Officer please refer to the [Procedures for Decision Review](#). Some types of appeals may follow a set procedural process established by legislation, or other defined administrative protocol.

HOW TO SUBMIT A COMPLAINT

- Submit a complaint verbally or in writing (this means any form of writing e.g. email, fax, or handwritten). See our list of [Health Protection Office locations and contact numbers](#). Those who are challenged by language or literacy barriers or other inequities will be assisted by staff to ensure that their concerns are understood, recorded, and appropriately acted upon.
- The on-line [complaint form](#) can be used document your complaint information
- Anonymous complaints will be treated and processed in the same manner as other complaints. The risk level of the complaint or issue dictates the appropriate response by our staff.
- You will be contacted as soon as possible to obtain information about your complaint. The severity of the public health hazard will be determined at that time. If the complaint is not within the Health Protection mandate you will be referred to the appropriate authority. Team Leaders and Senior Licensing Officers are responsible for ensuring that complaints are being responded to in a timely manner.