

ASSISTED LIVING OPERATING PROCESS COMPLAINT PROCESS

PRINCIPLES

The Assisted Living Provider is required to have a policy and procedure in place for tenants, their family/significant other(s), and personal representatives to follow to bring a concern or make a complaint known that is related to:

- The operation of the Assisted Living site
- The provision of hospitality and assisted living services
- The implementation of their Tenancy Agreement

The policy will outline how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.

Upon receipt of a concern or complaint the AL Provider is responsible to make reasonable attempts to address the concern or resolve the complaint. All concerns/complaints will be recorded and must reflect the interventions used to resolve the issue.

If the concern/complaint is unable to be resolved, the AL Provider and/or tenant may seek the assistance of the Assisted Living Clinician, Fraser Health AL Leadership team or the Fraser Health Patient Care Quality Office.

The process for contacting the Assisted Living Registry for health and safety concerns of a tenant will be posted in a visible location and included in the Tenancy Agreement.

Related Resources:

[Assisted Living in BC - Making a Complaint](#)

[FH Funded Assisted Living Handbook](#)