

Responding to Complaints Received by Board of Health Members from the Public – B-G-016 Board of Health Policy

1.0 Policy Statement

Members of the Board of Health of the North Bay Parry Sound District Health Unit (Health Unit) are accountable to the public for the provision of programs and services delivered under their mandate.

2.0 Purpose

2.1 This policy establishes the process for responding to official and informal complaints from the public that are received by members of the Board of Health.

2.2 Definitions:

Official Complaint: A complaint received verbally or in writing in a direct work-related capacity.

Informal Complaint: A complaint received in an unofficial capacity.

3.0 Scope / Responsibility

This policy applies to the Board of Health for the Health Unit.

The Board of Health through the Officers of the Board and the Medical Officer of Health/Executive Officer ensures that this policy is implemented.

4.0 Procedure

4.1 Whenever a Board of Health member(s) receives an official or informal complaint from a member of the public, the complaint is referred to the Medical Officer of Health/Executive Officer.

4.2 The Medical Officer of Health/Executive Officer follows up and responds to the Board of Health member(s) and advises the Board of Health Chairperson.

4.3 Whenever a Board of Health member(s) receives an official or informal complaint from the public that is about the Medical Officer of Health/Executive Officer, the complaint is referred to the Chairperson of the Board of Health for follow-up with the Medical Officer of Health/Executive Officer.

4.4 Whenever staff members, including the Medical Officer of Health/Executive Officer, Executive Directors, and Managers, receive an official complaint, it is handled as outlined in [WI-HU-132](#) - Responding to Official Complaints About the Health Unit from the Public.

5.0 Records Retention

All records relating to this Policy are retained in accordance with the Records Retention and Management work instruction ([WI-HU-108](#)).

6.0 References

Internal References

- a) North Bay Parry Sound District Health Unit, [Board of Health Bylaws](#).
- b) Board of Health Orientation Manual
- c) Records Retention and Management – [WI-HU-108](#)
- d) Responding to Official Complaints about the Health Unit from the Public - [WI-HU-132](#)

External References

- a) *Health Protection and Promotion Act*, R.S.O., 1990, c H.7. [Ontario E-Laws Website](#)
- b) *Municipal Act*, 2001, S.O. 2001, c. 25. [Ontario E-Laws Website](#)
- c) *Municipal Statute Law Amendment Act. 2006. S.O. Chapter 32*. [Ontario E-Laws Website](#)

7.0 Summary of Revisions

2020-02-11 – Updated letterhead and scheduled review with minor revisions to sections 1.0 and 3.0.

8.0 Board Policy Development Details

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Reviewed by: **Dr. Jim Chirico, Medical Officer of Health/Executive Officer**

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