

## **Governance Policies and Procedures - Joint External Feedback and Complaints**

### **Preamble**

The Manitoba Cardiac Institute (Reh-Fit) Inc. (hereafter referred to as “Institute”) and the Manitoba Cardiac Institute (Reh-Fit) Foundation Inc. (hereafter referred to as “Foundation”) believe that any external stakeholder has the right to raise a complaint, have that complaint addressed, and receive an appropriate response for mistakes, wrongful actions, or breaches of the codes to which the Institute and the Foundation subscribe. The Institute and the Foundation also recognize that feedback may not always be a complaint, and believes that taking account of the perspectives and suggestions from our stakeholders can enhance trust and confidence and help improve the quality and relevance of our work. For internal feedback and complaints refer to the “Reh-Fit Centre Customer Feedback Policy and Procedures.”

When receiving complaints from external stakeholders, the Institute and the Foundation have a responsibility to ensure that the complaint is acknowledged, followed up in an appropriate and timely fashion and, if appropriate, ensure that the complainant’s identity is kept private. The Institute and the Foundation will comply with applicable laws or regulations when responding to and investigating complaints.

### **Policy**

In the context of this policy, a complaint is an external grievance made against the Institute, the Foundation, or more specifically against one of its employees, or associated “consultants” where the Institute or the Foundation has allegedly failed to meet a commitment. Such a commitment might be related to our activities, our use of resources, our mission and values, staff conduct/behavior, or a legal requirement.

### **Policy Implementation – Making a Complaint**

The Institute and the Foundation will make available on their website information to external stakeholders on how to make a complaint about their activities. All complaints will be reviewed by the Chief Executive Officer of the Institute who in their discretion will direct the complaint to the appropriate designate for follow up and resolution. The Chief Executive Officer reports to the board on any complaints received. The Institute and the Foundation will endeavor to assess and respond to complaints within a reasonable period of time. As long as complainants furnish contact information, they will be kept appropriately informed of the status. Any investigation and related information will be kept strictly confidential, subject to the need to conduct a full and appropriate investigation. The Institute and the Foundation reserve the right to choose not to proceed further if a complaint is determined to be unfounded or frivolous.

### **Escalation of Complaints**

Repeated and well-founded complaints not satisfactorily addressed or resolved may be referred to a higher management level, which may include the Institute Board of Directors or the Foundation Board of Directors.

**Document History**

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