



First Nations Health Authority
Health through wellness

THE COMPLIMENTS AND COMPLAINTS PROCESS

Quality Care and Safety Office

The goal of the First Nations Health Authority (FNHA) Quality Care and Safety Office is to improve programs and services for all First Nations people across BC. We are here to receive any feedback you have about the care you, your family members or your loved ones have received, and to provide a transparent process for responding to concerns you may have about your care or for passing on your compliments. What you bring to the Quality Care and Safety Office is confidential.



Why you might contact us

You might contact us if you want to:

- **Make a complaint:** Tell us if the care you received did not meet your expectations.
- **Share a compliment:** Let us know if you had a positive experience. We can pass on your positive feedback to the people and teams that made a difference in your care.

What happens when you contact us

When you contact us by email or leaving us a voicemail, we will get in touch within two business days. Our Quality Care and Safety Liaisons will then give you a call to get more information about your experience.

Submitting a complaint

You have the right to provide feedback and receive a timely response to your concern without fear of retribution or an impact on your health services and care. The information you bring to the Quality Care and Safety Office is confidential. If you have a complaint or concern about the care you received, we can:

- help you learn about the different options available to you;
- provide support services based on your needs; and
- help host a First Nations-led resolution process, like a Learning Circle or Healing Circle.

A **complaint** is defined as a formally-filed statement of dissatisfaction with a specific interaction experienced in the course of receiving health and wellness programs and services.

What happens when you submit a complaint

A Liaison from the Quality Care and Safety Office will schedule a call to discuss the details of your complaint. After the phone call, your Liaison will discuss next steps in the management of your complaint, including any support services that may be helpful. If you wish, they can also help you draft a Client Opening Letter. This letter is owned and guided by you and your experience and we will work with you to make sure the letter reflects and represents your voice and experiences.

Once you have approved your letter, we will submit it to the appropriate group, which could be a health profession regulatory college, the Patient Care and Quality Office in your regional health authority or a specific FNHA department. Each organization has its own service standards for review timelines. We will keep you informed of these timelines and can help you set up a Learning Circle and/or Healing Circle if this is what you wish.

Submitting a compliment

You may want to share a compliment about the care you or a loved one received.



What happens when you share a compliment

A Liaison at the Quality Care and Safety Office will follow up with you in the same way that you contacted our office, either by email or telephone. Your compliment might also be accepted and managed by any FNHA employee.

Asking for information or feedback

You might have a question, general comments or a concern. We can help you get the information you need.

What happens when you ask for feedback

You will be contacted by someone from the Quality Care and Safety Office or another FNHA employee. They may:

- schedule a follow-up call to seek additional details
- work with our internal and external partners to provide you with an informed response, relevant support services and any ongoing assistance that the Quality Care and Safety Office can offer

**Contact the Quality Care and Safety Office at: quality@fnha.ca or
call our toll-free line at: 1-844-935-1044.**

For more information, visit [FNHA.ca/compliments-and-complaints](https://fnha.ca/compliments-and-complaints)