

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: G. Paramedic Services	Effective Date: April 30, 2019
Topic: 6. Professional Standards and Development Directives	Replaces: April 2009
Subject: 8. Complaint Management	
Policy No. G.6.8.2019	Page 1 of 1

PURPOSE

To ensure that external complaints related to the provision of service, or professional conduct of staff and managed in both an appropriate and timely manner, and that investigative results are disseminated as required in Regulation/Policy.

APPLICATION

Paramedics, Paramedic Superintendents, Senior Managers

PROCEDURE

Where any Paramedic services personnel receives a complaint from an external agency, or a member of the public the immediate response shall be non-confrontational/nonreactive manner. The complaint will be acknowledged, then documented and submitted on an Occurrence Report. Paramedics shall notify their Paramedic Superintendent by telephone.

Where the nature of any complaint reaches the threshold of the Manitoulin-Sudbury DSB Serious Occurrence Reporting Policy, the Chief's office will notify the CAO.

Investigations into complaints surrounding provision of services, and conduct will be managed through the office of Professional Standards, and outcome actions will be managed by the Operations section.

REFERENCE

Manitoulin-Sudbury DSB Policy C.6.03 Serious Occurrence Reporting.