



## **Complaints**

### *Long-Term Care Homes Act, 2007*

The complaint shall be investigated and resolved where possible, and a response given to the complainant within 10 days that indicates:

- What the licensee has done to resolve the complaint, or
- That the licensee believes the complainant to be unfounded and the reasons for the belief (100. (1) 3.)

For the complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint including the date by which the complainant can reasonably expect resolution, and a follow-up response shall be provided as soon as possible.

### *Kristus Darzs Latvian Home Quality Improvement*

Concerns will be discussed at the Managers' meeting, including follow-up actions to be taken and success of final resolutions.

Quarterly analyses of concerns will be completed and improvements will be made in response to these analyses.