



COMPLAINT PROCESS

We at Southlake Residential Care Village strive to proactively address and resolve concerns/complaints promptly, in keeping with principles of customer service, quality improvement and risk management.

Respond to all verbal and written concerns/complaints and attempt to resolve the issue and provide assurance and encourage open dialogue. If a resolution cannot be obtained within 24 hours, forward the complaint for follow-up referring to the following chain of command:

NURSING DEPARTMENT

- Obtain as many details as possible regarding the complaint and report to the Nurse Supervisor(s).
- Nurse Supervisors report to the Assistant Director of Care as follows:
 - 2E/2W/3E/3W ADOC ext. 1209 or #1816
 - 4E/4E/5 ADOC ext. 1506 or #1811
- ADOCs report to the Director of Care (DOC) ext. 1206 or #1807

ENVIRONMENTAL SERVICES

- Home/room cleanliness, laundry services, please speak to Environmental Manager ext. 1106.

LIFE ENRICHMENT

- Please direct complaints regarding activities/programs, please speak to Life Enrichment Manager ext. 1409.

DIETARY

- Please direct any complaint regarding food services to Dietary Manager ext. 1109.

RECEPTION

- Please direct all complaints and/or concerns to the appropriate managers for the departments.

SOCIAL SERVICE WORKERS

- Any complaint/concern sent to Social Service Workers; they will distribute to the appropriate managers.

If the issue fails to be resolved, please follow up with the Executive Director.