

LAKELANDS PUBLIC HEALTH (LPH)

Policy	Complaints
Section	Board of Health
Number	02-14
Policy Lead	Board of Health
Approval Level	Board of Health
Original Approval	2025-11-20
Reviewed/Revised	
Next Review	2027-11-20
Associated HKNP Procedures and Forms	Procedure – Complaints

POLICY

PURPOSE

All complaints received from members of the public, stakeholders, and partners will be addressed in a timely manner. Complaints received regarding Lakelands Public Health (LPH) as an organization, or regarding a LPH staff member, will follow the procedure outlined below.

Complaints related to inspected facilities are not applicable. These will be directed to LPH Inspection staff to ensure they are responded to and documented appropriately.

PROCEDURE – COMPLAINTS

1. The complainant will be requested to submit their complaint in writing. If assistance is required this will be provided by Lakelands Public Health (LPH) staff. Submissions can also be sent via e-mail to info@lakelandsph.ca.
2. The Executive Assistant to the Board of Health, or designate, will confirm receipt of the complaint. One copy of the complaint is forwarded to the applicable Senior Leadership Team member (i.e., Director, Deputy Medical Officer of Health or the Medical Officer of Health and Chief Executive Officer (MOH/CEO)) and another copy is forwarded to MOH/CEO. The Supervisor has fifteen (15) business days to investigate and prepare a response to the complaint. A copy of the Supervisor's response to the complaint is forwarded to the MOH/CEO.
3. If the response is not satisfactory to the complainant, they will be directed to the MOH/CEO for further follow-up.

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4. The MOH/CEO will investigate the complaint and issue a response to the complainant within fifteen (15) business days.
5. If the MOH/CEO is of the opinion that a complaint is frivolous, vexatious, made in bad faith, or an abuse of process, the complaint will be reviewed with the Board Chair. The Board Chair will either concur with the MOH/CEO, or initiate the process outlined in item 6.
6. For complaints regarding the MOH/CEO specifically, the Executive Assistant to the Board of Health will notify the complainant of the following process:
 - a. The complaint will be brought forward to the attention of the MOH/CEO and Board Chair. If the Board Chair determines the complaint is valid (i.e., does not meet the criteria outlined in item 5), the Chair will initiate the following process:
 - i. The complaint will be brought forward to a sub-group consisting of the Board Chair, Vice Chair, and Committee Chairs. Additional members may be added depending on the nature of the complaint, which will be up to the discretion of the Board Chair.
 - ii. The sub-group will investigate and respond within twenty (20) business days at which time the complaint will be considered resolved, or the complainant will be advised that the matter will be referred to the Board of Health at its next regularly scheduled meeting.
 - iii. The Board Chair will issue a response within ten (10) business days of that meeting, and the Board of Health will receive this via regular correspondence.
7. Should a Board member be approached directly with a complaint, they will advise the complainant to submit their grievance using the process outlined in this procedure.
8. The MOH/CEO will produce an annual summary report of complaints for the Board of Health which were responded to via this process. This report will be provided to the Board no later than in the first quarter of the following year.

ADDITIONAL INFORMATION

VERSION HISTORY

DATE	LEAD	DESCRIPTION
November 20, 2025	A. Gorizzan	Original