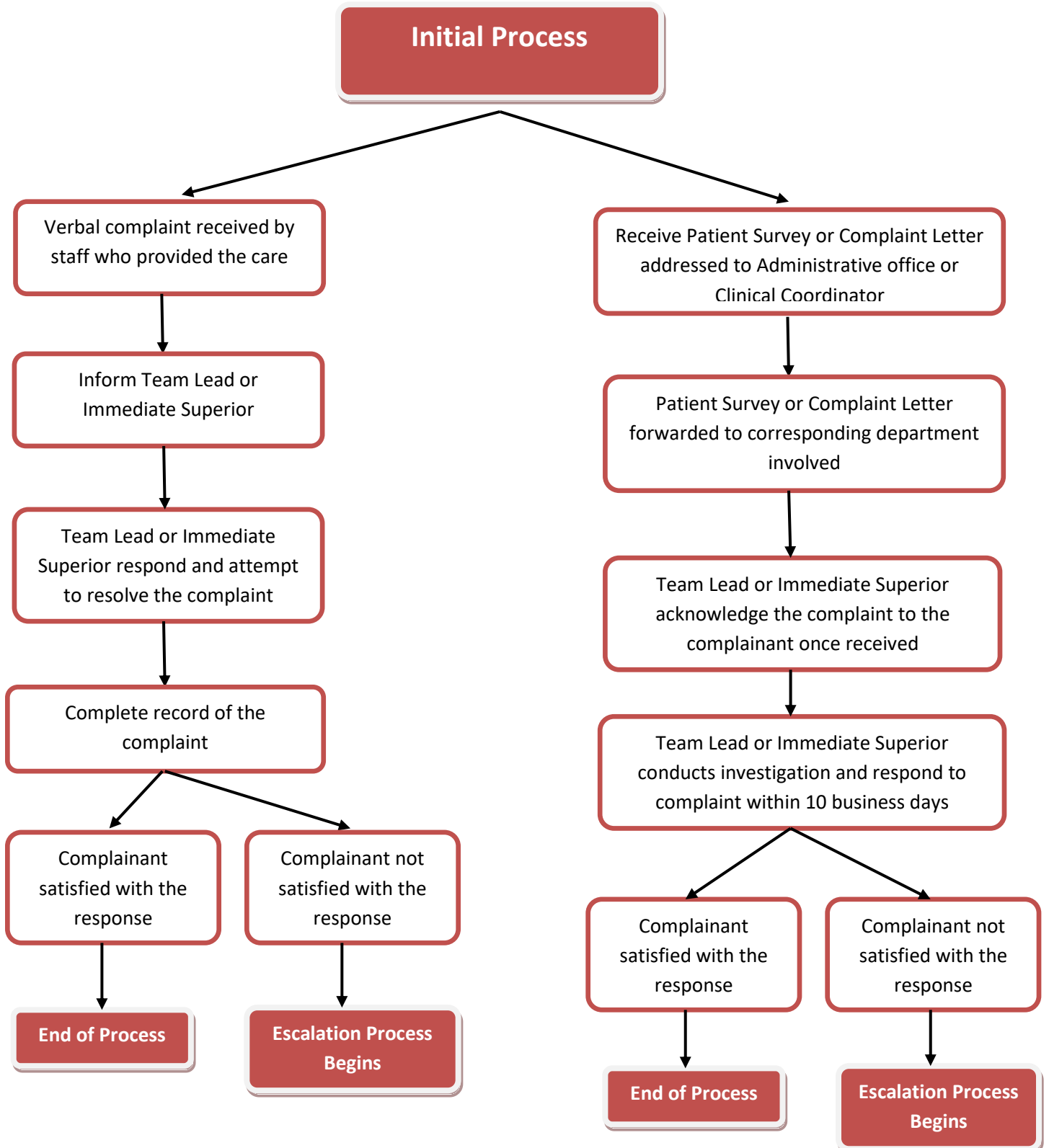


# Kawartha Diagnostic Imaging Patient Complaint Process



## Escalation Process

Administrative Office or Clinical Coordinator receives record of complaint

Verify consent to communicate or request a consent to communicate from the complainant by the Administrative office or Clinical Coordinator

Administrative Office or Clinical Coordinator reviews records of complaint and incident reports from staff involved together with the department Team Lead and Physician Lead, if necessary

Written response will be sent to complainant with the explanation of what has been done and actions to be carried out within 10 business days.

Complainant satisfied with the response

End of Process

Complainant not satisfied with the response

Redress to Patient Ombudsman's office