

# Respectful workplace policy and medical staff complaints policy

## How to report a complaint and what to expect

**This document is for medical staff members with a complaint regarding another medical staff member.**

If you are a member of the Northern Health Medical Staff and you have observed or been subject to behavior you believe is contrary to either of these policies, this document applies to your situation. Please ensure you have read the [Northern Health Respectful Workplace Policy and Procedures](#) and the [Medical Staff Complaints Policy](#).

When it comes to complaints, every situation is different and will need to be handled appropriately based on the context. However, the following information will help you navigate what to expect during the resolution process.

**STEP 1.** Speak directly to the individual demonstrating the behavior of concern if you are comfortable and it is safe to do so. See procedure [Section 3](#) for a process to consider. Many complaints can be resolved in this first step. If the issue is not resolved, or if the person refuses to participate, go to Step 2.

**STEP 2.** Request a meeting with your Medical Leader. (Department Head, Chief of Staff, appropriate Medical Director, or VP Medicine.) Your Medical Leader will hear your concerns and help you explore a variety of resolution options. Possibilities might include:

- Facilitating a conversation between you and the individual.
- Agreement that the medical leader will contact the other person to explore ways of resolving the complaint.
- Filing a formal written complaint.
- Engaging Medical Affairs HR support or the Medical Leader responsible for Respectful Workplace issues if additional support is needed.

Note: If disagreements arise about how to determine or navigate individual complaint processes the issue will be escalated to the next level of Medical Leadership and or the Vice President, Medical Affairs.

### Some important points about Step 2:

- **When filing a formal complaint:** you may choose to submit a written confirmation of your concern. The concern will be assessed in relation to the Respectful Workplace Policy, the Medical Staff Complaints Policy, the Medical Staff Bylaws and Medical Staff Rules and applicable legislation and regulation to determine the appropriate process needed to attend to the issue(s) raised.

**Investigation:** All complaint investigations, whether led by internal or external investigators, will follow the principles of



fairness, thoroughness, timeliness, and confidentiality. See procedure document for the investigation process under [section 3.5.1](#).

**Remedies and Interim Measures:** There are a range of remedies that may be offered and will depend on the nature of the complaint, and whether the investigation was formal or informal. The complaints may be resolved by facilitated discussions, or mediation. Other common examples are outlined in the procedure document under [section 3.5.2](#).

**Other helpful documents:**

- [How to report a complaint against nonmedical staff.](#)
- [Medical staff who are the subject of a complaint.](#)
- [What to expect if called as a witness in a respectful workplace investigation.](#)