



## UNDERSTANDING THE COMPLAINT PROCESS RESIDENTIAL CARE

### COMMUNITY CARE FACILITIES LICENSING PROGRAM

At Island Health, there are two offices responsible for reviewing concerns that arise in residential care facilities under the *Resident Bill of Rights*.

#### **Community Care Facilities Licensing**

Under the *Community Care and Assisted Living Act*, a Medical Health Officer (or designate) is responsible for investigating every allegation or complaint of non-compliance in a licensed community care facility. The examiner will review the concern and determine the action (if any) the facility must take to ensure they meet the Licensing requirement.

Island Health's Licensing program investigates allegations concerning the health, well-being and safety of residents in licensed facilities. Licensing will respond to the facility with recommendations and investigation conclusions.

A complainant can request a copy of the investigation report by calling Island Health's Information Stewardship, Access & Privacy Office.

The complainant may not appeal the outcome.

#### **Patient Care Quality Office (PCQO)**

Under the *Patient Care Quality Review Board Act*, a Patient Care Quality Officer provides administrative oversight to review care quality concerns originating in our health authority. The PCQO will connect with the appropriate VIHA Director and, on completion of the review, will provide a response to the complaint and an explanation about any decisions and actions taken as a result of the complaint. Reviews are usually completed within 30 business days.

Under the *Resident Bill of Rights*, the PCQO reviews concerns regarding VIHA funded and non-funded, adult residential facilities [including group homes]. The PCQO reviews care quality concerns which relate to a resident's overall care or service experience. The PCQO will respond to the complainant, or to the individual acting on the resident's behalf.

Appeal of the outcome can be made to Patient Care Quality Review Board at <https://www.patientcarequalityreviewboard.ca/index.html>.

#### **How do the Community Care Facilities Licensing Program and the PCQO work together?**

When you contact either the Licensing program or the PCQO, you will be asked for consent to share the details of your concern between both offices. Please ask the Licensing Officer or PCQO at the time of the call, how each office's review process will address your concern; it may be that one office's review may be sufficient to address the stated concerns.

The following points may help organize your thoughts before a complaint or allegation is filed. First, speak with the person who provided the service, or to the manager of the area where you received your care or service about your concern. Complaints are best addressed and resolved, at the time and place they occur. If your complaint remains unresolved after discussing the issue with the service area, we encourage you to file your complaint with the PCQO or Licensing office as soon as possible after your concern arises, to help ensure the safety of the resident and the accuracy of the details that you provide. Your information and documentation should include: the who, what, where, when and how of your concern.

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**Victoria**

201 – 771 Vernon Avenue  
Victoria, BC V8X 5A7  
Ph: 250.519.3401  
Fax: 250.519.3402  
Website: [Community Care Facilities Licensing](#)

**Nanaimo**

29 – 1925 Bowen Road  
Nanaimo, BC V9S 1H1  
Ph: 250.739.5800  
Fax: 250.740.2675

**Courtenay**

355 – 11<sup>th</sup> Street  
Courtenay, BC V9N 1S4  
Ph: 250.331.8620  
Fax: 250.331.8596

**Campbell River**

200 – 1100 Island Highway  
Campbell River, BC V9W 8C6  
Ph: 250.850.2110  
Fax: 250.850.2455

## Contacts

### Community Care Facilities Licensing

South Island: 250.519.3401  
Central Island: 250.739.5800  
North Island: 250.850.2110

### Patient Care Quality Office

Royal Jubilee Hospital  
Memorial Pavilion, Watson Wing, Rm 315  
1952 Bay Street  
Victoria, BC V8R 1J8

Phone: 250.519.1870  
Toll-Free: 1.877.977.5797  
Fax: 250.370.8137  
Email: [patientcarequalityoffice@viha.ca](mailto:patientcarequalityoffice@viha.ca)

### Island Health Information Stewardship, Access & Privacy Office

1925 Bay Street  
Victoria, BC V8R 1J8

Phone: 250.519.1870  
Toll-Free: 1.877.748.2290  
Fax: 250.519.1908  
Email: [privacy@viha.ca](mailto:privacy@viha.ca)

For more information: <https://www.islandhealth.ca/patients-visitors/patient-care-quality-office>