

Policy Name:	RISK REPORTING	
Policy Number:	GOV-408	

 West Elgin Community Health Centre	Creation Date: April 2016	Reviewed Date: August 2019	Approved by: Board of Directors

POLICY STATEMENT

In some situations, a complaint expressed about the West Elgin Community Health Centre (the “Centre”) may be of sufficient gravity or may be expressed in such a manner that it represents a significant risk to the Centre (financial, professional or reputational). The Board of Directors (the “Board”) must be apprised of such a risk in a complete and timely fashion.

PROCEDURES

- Any staff member becoming aware of a complaint with the above described potential shall inform their Director/Coordinator within 24 hours.
- The Director/Coordinator will assess the complaint and inform the Executive Director/designate in a timeframe that does not exceed 2 business days.
- The Executive Director/designate will assess the complaint and the potential risk represented by the complaint.
- The Executive Director/designate will inform the Chair of the Board in a timeframe that does not exceed 2 business days of determining that the complaint constitutes a significant identifiable risk.