

**PERSONAL CARE HOMES  
COMPLAINT REPORTING FORM**

As the licensing and monitoring body for Personal Care Homes (PCHs) in Saskatchewan, the PCH Program of Saskatchewan Health takes your complaint seriously and will investigate. From time to time the investigation may take several months depending on the complexity of the complaint.

Typically the complaint investigation process is as follows:

- the complainant completes this form providing as much detail as possible, and submits the form to the PCH Program,
- a PCH Consultant will review all of the information and conduct an investigation. Contact with other parties may be necessary.
- if the complaint is founded, the PCH Consultant will work with the PCH Licensee to gain compliance with the PCHs legislation.
- the complainant will be notified upon conclusion of the investigation.

Please complete the following:

**Name of Personal Care Home Operator:** \_\_\_\_\_  
**Address of PCH:** \_\_\_\_\_  
**Name of Resident:** \_\_\_\_\_  
**Name of Complainant:** \_\_\_\_\_  
**Address of Complainant:** \_\_\_\_\_  
**Phone # of Complainant (Bus.):** \_\_\_\_\_ **(Res.):** \_\_\_\_\_  
**Relationship to Resident:** \_\_\_\_\_

Use the space below to identify your concerns paying particular attention to details such as individuals involved, date, time, witnesses to the incident and issue(s) (food, environment, care, resident rights and privileges/conflict of interest, etc.). Please use the reverse page if you need more space.

*If you have any questions or require assistance to complete this form, please contact the Personal Care Homes Program at (306) 787-1715.*

---

---

---

---

---

---

---

---

