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.



of this complaint?
provide safe and adequate care to the vided will assist Saskatchewan Health e and adequate care to their residents. The Licensees and staff to ensure they vestigations result in appropriate action ment, suspension or cancellation of the ten to keep your name confidential (if this investigation, your identity may be ounsel in the interest of administrative consenting to the release of your name
r legal counsel during the course of the occeedings.
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Fax: (306) 787-7095
Web Link: http://www.saskatchewan.ca/residents/health/accessing-health-care-services/care-at-home-and-outside-the-hospital/personal-care-homes#report-a-problem-with-a-personal-care-home