



RED LAKE MARGARET COCHENOUR MEMORIAL HOSPITAL

-STATEMENT OF POLICY AND PROCEDURE-

SUBJECT: COMPLAINTS RE: CHIEF OF STAFF & CEO		DOC. ID#: BG-CEO-01
MANUAL: BOARD OF DIRECTORS		Original Date: FEB-10
CATEGORY: CEO		<i>Last Revision Date: See Electronic Copy.</i>
DEVELOPED BY: CEO	APPROVED BY: BOARD CHAIR	<i>Next Revision Date: See Electronic Copy.</i>
<i>PRINTED COPY IS NOT A CONTROLLED DOCUMENT. ELECTRONIC DOCUMENT IS THE MOST CURRENT VERSION.</i>		

1. PURPOSE:

The purpose of this policy is to ensure that the Board of Directors has a process to deal with complaints from the public with regard to the Chief Executive Officer (CEO) or Chief of Staff (COS).

2. POLICY STATEMENT:

The Board of Directors is directly responsible for the Chief Executive Officer and the Chief of Staff. To ensure due process and compliance with the principles of natural justice, the following process shall be adhered to when a Board Director receives a public complaint with regards to the CEO or COS.

3. PROCEDURE:

1. The Board Director shall inquire if the individual has approached the CEO or the Chief of Staff directly regarding the issue of complaint.
2. If the complainant indicates a serious concern with directly approaching the CEO or Chief of Staff, the Board Director shall ask the complainant to submit a written complaint to the Board Chair.
3. The Board Director shall not offer any evaluative comments or solutions.
4. The Board Chair and Vice Chair shall review the concern with the CEO or COS. The CEO or COS shall be given an opportunity to provide a response that addresses the issues raised by the complainant.
5. If the Board Chair and Vice Chair are satisfied the complaint is without merit and that the CEO or COS actions were compliant with board policy, they shall inform the complainant of their decision. If the Chair and Vice Chair are satisfied that there is merit to the complaint, they shall provide a written report to the whole Board.
6. The Board shall investigate further as necessary, using external advice if required, and make a final decision.
7. The decision of the Board and consequences shall be shared with the CEO or Chief of Staff.
8. The Chair shall inform the complainant of the decision of the Board and corrective actions taken as a result of the investigation.
9. The results of this process will become part of the CEO's or the Chief of Staff's formal evaluation.