



How do I contact the Patient Care Quality Office?



Phone (toll-free):  
1-877-993-9199



Fax:  
604-875-5545



Mail:  
CP-117  
855 12th Avenue West  
Vancouver BC V5Z 1M9



In person:  
8:30 a.m. to 3:30 p.m. Monday to  
Friday (except statutory holidays)



Email:  
pcqo@vch.ca

## British Columbia's Patient Care Quality Complaints Process



In 2008, your provincial government introduced the *Patient Care Quality Review Board Act* to create a clear, consistent, timely, and transparent complaints process for patients, clients, residents, and their loved ones in B.C.

The Act established a Patient Care Quality Office in each health authority to receive and respond to patient concerns.

There is also a Patient Care Quality Review Board for each health authority. They review care quality complaints that have been addressed by the Patient Care Quality Office, but not resolved.

We want to hear your input and your experiences. Together, we can make health care even better.

You can get a copy of the *Patient Care Quality Review Board Act* at:  
[www.patientcarequalityreviewboard.ca](http://www.patientcarequalityreviewboard.ca) or by calling BC Laws toll-free at 1-866-236-5544.

For more copies of this brochure, go online at <http://vch.eduhealth.ca> or email [phem@vch.ca](mailto:phem@vch.ca) and quote catalogue number JB.410.P273.

# Concerns about quality of care? Let us know.



Patient Care Quality Office



Ministry of Health

Vancouver  
Coastal Health  
*Promoting wellness. Ensuring care.*

*In BC, there are people to help you resolve your concerns about care.*

*We can listen to your concerns, help you to make a formal complaint, and work with you to resolve it.*

## Who can I talk to about my questions or concerns?

### Staff member or manager

If you have questions or concerns about your care, please talk about it with the person who cared for you or that person's manager.

It is best to talk about your concerns at the time and place they happen.

### Patient Care Quality Office

If you are uncomfortable talking to a manager or you are unhappy about how your concerns were handled, you can talk to the Patient Care Quality Office.

We are here to help resolve care quality complaints. We welcome your questions and concerns about care.

## What is a care quality complaint?

A care quality complaint is about health care services that we provide. You can complain about

- ▶ your own care,
- ▶ your loved one's care,
- ▶ care that you or your loved one expected, but didn't get.

If you complain for someone else, we need that person's permission to help.

When you make a care quality complaint we work with you to resolve it. We also use care quality complaints to help make our services better.

## What happens if I complain?

Complaining won't compromise your access or services. We will deal with your complaint promptly and fairly. Here is what you can expect us to do:

- ▶ formally register your complaint,
- ▶ work with you to resolve it, and
- ▶ respond within 40 business days to explain our actions and decisions.

If we can't help you with your complaint, we may refer you to someone who can.



*By telling us how you feel, you can help to make health care services better.*

## What if I'm still concerned?

### Patient Care Quality Review Board

If you are not satisfied with our response to your complaint, you can ask the Patient Care Quality Review Board to look into it. They are independent from us. They can review your complaint and our response, and recommend ways to make health care better.

To learn more, visit their website at: [www.PatientCareQualityReviewBoard.ca](http://www.PatientCareQualityReviewBoard.ca)

You can request a review by:

**Phone (toll-free):** 1-866-952-2448

**Fax:** 250-952-2428

**Email:**

[contact@patientcarequalityreviewboard.ca](mailto:contact@patientcarequalityreviewboard.ca)

**Mail:** PO Box 9643, Victoria BC V8W 9P1



Patient Care Quality  
Review Boards