

Governance Policies and Procedures - Joint External Feedback and Complaints

Preamble

The Manitoba Cardiac Institute (Reh-Fit) Inc. (hereafter referred to as “Institute”) and the Manitoba Cardiac Institute (Reh-Fit) Foundation Inc. (hereafter referred to as “Foundation”) believe that any external stakeholder has the right to raise a complaint, have that complaint addressed, and receive an appropriate response for mistakes, wrongful actions, or breaches of the codes to which the Institute and the Foundation subscribe. The Institute and the Foundation also recognize that feedback may not always be a complaint, and believes that taking account of the perspectives and suggestions from our stakeholders can enhance trust and confidence and help improve the quality and relevance of our work. For internal feedback and complaints refer to the “Reh-Fit Centre Customer Feedback Policy and Procedures.”

When receiving complaints from external stakeholders, the Institute and the Foundation have a responsibility to ensure that the complaint is acknowledged, reviewed in a manner that is fair, impartial, and respectful to all parties, followed up in an appropriate and timely fashion and, if appropriate, ensure that the complainant’s identity is kept private. The Institute and the Foundation will comply with applicable laws or regulations when responding to and investigating complaints.

Policy

In the context of this policy, a complaint is an external grievance made against the Institute, the Foundation, or more specifically against one of its employees, or associated “consultants” where the Institute or the Foundation has allegedly failed to meet a commitment. Such a commitment might be related to our activities, our use of resources, our mission and values, staff conduct/behavior, or a legal requirement.

Policy Implementation – How to Make a Complaint

Feedback and complaints may be made in writing to:

Manitoba Cardiac Institute (Reh-Fit) Inc.
c/o Executive Assistant
1390 Taylor Ave
Winnipeg, MB R3M 3V8

or via email to feedback@reh-fit.com.

You do not need to provide your complaint on a specific form; however, we do require that all complaints be in writing. All complaints will be reviewed by the Chief Executive Officer of the Institute who in their discretion will direct the complaint to the appropriate designate for follow up and resolution. If the complaint is about the Chief Executive Officer, it will be handled by the Institute Board Chair. The Institute and the Foundation will endeavor to assess and respond to

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complaints within a reasonable period of time. As long as complainants furnish contact information, they will be kept appropriately informed of the status and provided clear and understandable reasons for decisions relating to complaints. Any investigation and related information will be kept strictly confidential, subject to the need to conduct a full and appropriate investigation. The Institute and the Foundation reserve the right to choose not to proceed further if a complaint is determined to be unfounded or frivolous.

Informing the Board

The Chief Executive Officer will report to the Board of Directors on any complaints received and the resolution status.

Escalation of Complaints

Repeated and well-founded complaints not satisfactorily addressed or resolved may be referred to a higher management level, which may include the Institute Board of Directors or the Foundation Board of Directors.

Documenting Complaints

It is necessary to keep a record of any complaints, including the complainant's name and contact information, a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

Document History

Origin Date: April 8, 2013 (Institute), June 5, 2013 (Foundation)

Revision Approval Dates: May 4, 2015 (Centre), June 15, 2015 (Foundation); May 4, 2017 (Foundation), June 5, 2017 (Centre); June 6, 2024 (Foundation), June 12, 2024 (Centre); May 23, 2025 (Foundation), May 23, 2025 (Centre)

Last Review Date: May 23, 2025 (Foundation), May 23, 2025 (Centre)