

Policy: Complaints
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Purpose

The National Nursing Assessment Service (NNAS) is committed to a high standard of service and continuous improvement. The intent of this policy is to provide a clear avenue for NNAS applicants to file a service-delivery complaint.

Scope

This policy applies to NNAS and any third-party service providers who are involved in the delivery of NNAS services. Individuals who have received services from NNAS, third parties representing applicants, or Regulatory Bodies may issue a complaint about NNAS corporate office or any service providers contracted by NNAS at any time. The complaint policy does not include challenges or appeals regarding the final outcome of an Advisory Report.

Policy

NNAS treats all complaints seriously and respectfully. Complaints can be made at any time during the application process or after an Advisory Report has been issued. Filing a complaint with NNAS will have no impact on the processing of an applicant's Advisory Report or its final outcome. NNAS and any service providers contracted by NNAS will monitor and take appropriate corrective action to improve services and prevent reoccurrence. NNAS and any service providers contracted by NNAS will maintain a record of complaints filed.

Complaints made under this policy can be made verbally or in writing. The individual making the complaint must give their full name and contact information. Anonymous complaints will not be reviewed.

Complaints can be made by contacting Applicant Support or NNAS' Corporate Office. Any service providers contracted by NNAS who receive a complaint will implement an escalation process to address complaints that require the attention of NNAS' Corporate Office.

In general, NNAS and all contacted service providers will try to resolve the complaint within 3 to 5 business days within the department or individual(s) involved. In the event that the complainant is dissatisfied with the resolution presented, the complaint will be escalated to management. Management will be given 5 business days to respond to the complaint.

Any complaints that are not resolved within 10 business days of being escalated to management will be escalated to NNAS' Executive Director.

The number of and nature of the complaints will be recorded and provided on a monthly basis to NNAS' Executive Director. The reports will be reviewed to continuously improve the quality of NNAS' services.

All complaints received are completely confidential and will be managed in accordance with NNAS' Privacy and Confidentiality Policies.