



## COMPLAINTS POLICY

The Pulmonary Hypertension Association of Canada (“PHA Canada”) strives to serve the PH community in the most effective and efficient way possible. Our purpose is to improve the lives of those affected by pulmonary hypertension (PH). We base decisions and actions on our core values of respect, commitment, integrity, and excellence. As such, we are committed to taking measures to ensure that the concerns of our community with respect to any part of our operations are promptly addressed and resolved.

PHA Canada welcomes your complaints and suggestions as an opportunity to grow and improve the services provided to the PH community. We invite you to tell us what “went wrong” from your perspective and share your thoughts on how we can remedy the situation.

### 1. Submitting a Complaint:

Complaints may be brought forward directly to any PHA Canada staff member, including the Executive Director. Contact information for all staff can be found online at <https://phacanada.ca/About-Us/Who-We-Are/Staff>. You may also contact us by phone at 1-877-774-2226 during standard business hours.

Complaints can also be submitted in writing using the form on our website: <https://phacanada.ca/About-Us/Accountability/Complaint-Form>

### 2. Responding to Complaints:

PHA Canada will acknowledge receipt of a complaint within three (3) business days of receipt. All complaints are logged, and every effort is made to rectify the cause for complaint in a timely manner. Complaints will be responded to within 10 business days of receipt.

The staff person who receives the complaint is responsible for forwarding the complaint to the Manager responsible for the area pertaining to the complaint. The Manager is responsible for addressing the complaint and escalating the matter to involve the Executive Director and/or the Board of Directors when appropriate. Within reason, complaints will be addressed until all parties are satisfied that an appropriate resolution has been achieved.

A report on complaints received and how they have been addressed is provided to the Board of Directors twice a year.