



Personal Information Bank (PIB) Details

Title: Patient Feedback: Complaints and Compliments

Location of Records: Risk Management Office, departmental leader files

Description: Records relating to complaints and compliments from patients or visitors.

Legal Authority for PIB: Public Hospitals Act R.S.O 1990, c. P.40.

Types of Personal Information: Name and contact information of individual complimenting or complaining about some aspect of their hospital experience; information relating to the nature of the complaint or compliment.

Uses: Respond to concern or complaint; evaluate and improve program and service delivery.

Users: Risk Management, care providers.

Individuals in Bank: Patients and visitors.

Retention Period: Three Years