



First Nations Health Authority  
Health through wellness

## THE FEEDBACK PROCESS

# Quality Care and Safety Office

The goal of FNHA's Quality Care and Safety Office is to improve programs and services for all First Nations people across BC. We are here to receive any feedback you have about the care you, your family members or your loved ones have received anywhere in the BC healthcare system. We aim to provide a transparent process for responding to concerns you have or passing on your compliments. Any compliments or complaints you bring to the Quality Care and Safety Office are confidential.



### Why you might contact us

You might contact us if you want to:

- **Share a care concern or report harm:** Tell us if the care you received did not meet your expectations.
- **Share a compliment:** Let us know if you had a positive experience. We can pass on your positive feedback to the people and teams that made a difference in your care.

### What happens when you contact us

When you contact us by email or leave us a voicemail, we will aim to get in touch within two business days, though response times may vary due to volume. Our Quality Care and Safety Liaisons will then give you a call to get more information about your experience.

### Sharing a concern or reporting harm

You have the right to provide feedback and receive a timely response to your concern without fear of retribution or an impact on your health services and care. The information you bring to the Quality Care and Safety Office is confidential. If you have a concern about the care you received, we can:

- help you learn about the different options available to you;
- provide support services based on your needs; and
- help host a First Nations-led resolution process.

### What happens when you share a care concern or harm

- A Liaison from the Quality Care and Safety Office will call you to hear what happened.
- We explain your options and help you choose what feels right for you. Our role is different depending on where the care experience took place.
- We can help you write a statement of your concern and the outcomes you wish for, guided by your voice.
- With permission, we send your concern to the most appropriate group (FNHA team, health authority, regulatory college, or other organization).
  - We only share your feedback with your consent.
  - Each group has its own timelines, which we will help you navigate.
- We stay connected with you, keep you updated, and encourage open, culturally safe communication.
- We can connect you to other wellness supports if you wish (i.e., traditional healers, land-based activities, cultural activities)

### Sharing a compliment

Care teams appreciate hearing when they made a positive impact on their clients. The Quality Care and Safety Office can help you share a compliment about the care you or a loved one received.

### What happens when you share a compliment

A Liaison at the Quality Care and Safety Office will follow up with you in the same way that you contacted our office, either by email or telephone. You may also choose to share your compliment directly with any FNHA employee.

### Asking for information or sharing other general feedback

The Quality Care and Safety Office can also help if you have a question, would like to get connected to the right team, or would like to share any other general feedback. We can help route your feedback or information requests to the right teams, both within and outside of FNHA.

### What happens when you make a request for information

You will be contacted by someone from the Quality Care and Safety Office or another member of the most appropriate FNHA team. They may:

- schedule a follow-up call to seek additional details
- work with our internal and external partners to provide you with an informed response, relevant support services and any ongoing assistance that the Quality Care and Safety Office can offer



Contact the Quality Care and Safety Office at: [quality@fnha.ca](mailto:quality@fnha.ca) or  
call our toll-free line at: 1-844-935-1044.

For more information, visit [FNHA.ca/compliments-and-complaints](https://fnha.ca/compliments-and-complaints)