

# CSC COMPLAINT DISPOSITION GUIDE

## DISMISSED

Complaints should **only** be dismissed when:

- **Inaccurate / Incomplete**  
The information provided in the complaint is incomplete or inaccurate, for obvious reasons.
- **Unsubstantiated**  
The investigation finds the complaint to be unsubstantiated (i.e. Management provided information [that can be confirmed by members on the unit], that the complaint is not accurate).
- **Duplicate**  
One complaint is identical to another complaint (unit/shift/staff/patients). The duplicate complaint can be dismissed.
  - Example: Two complaints are filed for the same unit and shift with the exact same number of patients and staff, by the same submitter. One complaint provides more information on the number of call-offs for the shift. The complaint with less information is dismissed. (This commonly occurs when the “next” button on the initial form is clicked twice.)

## RESOLVED

Complaints should **only** be resolved when:

- **Successful Plan to Resolve**  
The outcome of a successfully implemented Plan to Resolve is evaluated by the CSC and both labor and management determine that the Plan was successful at actually **fixing the staffing problem** that was reported.
- **Fixed Violation**  
The complaint that was filed was determined to be a one-off violation that was addressed and *fixed within two (2) hour of the start of the shift. This two (2) hour grace period shall not include staffing violations that involve lunches or breaks.*

## UNRESOLVED

Unresolved complaints are, simply, violations that are still occurring, despite best efforts. Unresolved complaints are also complaints that have failed to receive consensus at any stage of the resolution process. Complaints may be unresolved for a variety of reasons. Examples of some of these reasons include:

- No Hospital Response
- No Plan to Resolve or No Plan to Resolve Has Been Implemented
- Investigation Incomplete
- Committee Unable to Reach Agreement
- Management Does not Agree the Complaint is a Violation Under the Law
- Unable to Agree on Plan to Resolve

## PENDING INVESTIGATION

- Complaints that have been reviewed but require additional investigation before determining disposition.