

STAGE 1	
INTAKE, PLANNING, INVESTIGATION, AND VERIFICATION	
Intake	Receive problems, concerns, and complaints. Confirm the resident's perspective of the problem. Determine if the problem or concern is a complaint as defined by the LTCOP.
Develop an Initial Plan of Action with the Resident	Advise resident of rights and discuss their desired outcome and possible solutions; obtain consent to act and consent to identify the resident when speaking with involved parties. Seek consent to access records when applicable. Determine who is responsible for all required actions within the plan.
Investigate	Collect information from interviews, observations, and records (when necessary).
Verify	Review information gathered. Determine if the complaint is generally accurate and if further action is needed. If no action is needed, complaint processing stops here, except for documentation.
STAGE 2	
ANALYSIS AND PLANNING	
Analyze	Once the complaint is identified and verified, consider the root cause(s). If the complaint is not verified, but the resident's perception of a problem exists, determine the root cause of the problem and if there is a need for LTCOP involvement.
Revisit the Plan of Action with the Resident	Review the desired outcome and possible solutions. Determine if any changes need to be made to the plan of action. Anticipate barriers to select an appropriate approach and identify alternative strategies if needed.
STAGE 3	
IMPLEMENTATION AND RESOLUTION	
Act	Proceed with implementing the agreed-upon plan of action.
Assess	Check back with the resident and others involved to measure the progress of the plan. Determine if alternative actions need to be considered.
Resolve	Follow up to confirm with the resident that the complaint is resolved or partially resolved to their satisfaction.