


Online Training

Alberta Aids to Daily Living




Classification: Public



Module 1.6

AADL Complaint Registry

Classification: Public



Overview of AADL Complaint Registry

- The Complaint Registry resolves specific types of complaints, issues or concerns.
- The Complaint Registry meets fairness guidelines of impartiality, independence, removal of potential bias or conflicts of interest.
- The Complaint Registry is also used to improve the AADL Program.

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AADL Complaint Form

The complainant may submit complaints related to the following:

- AADL Business Policy
- AADL Business Process (e.g. Authorization, Claim)
- Alberta Blue Cross Online Health Portal
- AADL Staff Activity
- Assessor Activity
- Authorizer Activity
- Client Activity
- Eligibility Criteria
- Product
- Specialty Supplier Activity
- Vendor Activity
- Wait Time
- Other

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Complaint Acceptance Guidelines

- The Complaint Registry will only process complaints where the complainant is identified.

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Complaint Acceptance Guidelines

- The Complaint Registry will only process complaints where the complainant is identified.
- Complaints must include sufficient information.

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Complaint Acceptance Guidelines

- The Complaint Registry will only process complaints where the complainant is identified.
- Complaints must include sufficient information.
- Complaints are not accepted for Quantity and Frequency Review Committee decisions.

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Complaint Acceptance Guidelines

- The Complaint Registry will only process complaints where the complainant is identified.
- Complaints must include sufficient information.
- Complaints are not accepted for Quantity and Frequency Review Committee decisions.
- Complaints are usually completed within 45 calendar days.
- Complaints relating to the Quantity and Frequency Request process are addressed through the QFR process. Add link to AADL General Policy and Procedures on the AADL website. For more information, see the AADL General Policy and Procedures at <https://open.alberta.ca/publications/aadl-program-manual-qn>

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AADL Complaint Form

Formal complaints must be submitted in writing using the AADL Complaint Form. Complete the form according to the instructions.

This form is available by contacting AADL at 780-427-0731

or online under General forms at: <https://www.alberta.ca/aadl-forms-and-documents.aspx>



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Complaints Procedure

All complaints are fully investigated

- Inform subjects of complaint
- Clarify misunderstandings
- Resolve problems
- Identify/monitor corrective actions
- Recommend training
- Make suggestions during policy reviews

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Alberta Aids to Daily Living Program
Telus House, 13th Floor
10020 100 Street NW
Edmonton, Alberta T5J 0N3

Phone: 780-427-0731; to call toll-free, first dial 310-0000

Deaf/hearing impaired callers within Alberta using a TTY can reach the provincial government by dialing 780-427-9999 in Edmonton or 1-800-232-7215 throughout Alberta.

Fax: 780-422-0968

<https://www.alberta.ca/alberta-aids-to-daily-living.aspx>
or
<https://www.ab.bluecross.ca/resources/typeraid/index.php>

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