



Assisted Living Registry

Complaint #: C2024-SN011

Substantiated Complaint Information

Name of Residence: Forest Glen

Address: 1783 St. Jacques Blvd. Ucluelet

Legal Name of Registrant (Operator): Seaview Seniors Housing Society

The complaint investigation was concluded on August 21, 2024. A summary of the findings of non-compliance(s) with the [Community Care and Assisted Living Act](#) (Act) and/or the [Assisted Living Regulation](#) follows. This information is updated as the operator comes into compliance.

All findings are assigned a determination based on the following definitions.

- In compliance:** meets the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.
- Not in compliance:** no evidence of meeting the requirements of the *Community Care and Assisted Living Act* and/or the Assisted Living Regulation.

FINDINGS				
Act or Regulation	Category	Date of non-compliance	Date of compliance	Compliance Status
Assisted Living Regulation	Residents	August 21, 2024	October 21, 2024	In compliance
<b>Requirement:</b> <a href="#">Section 43 (1) (b) Resident concerns and complaints</a> . A registrant must make a policy describing how concerns will be addressed and complaints will be resolved in a fair, timely and effective manner.			<b>Compliance Action:</b> Registrant has submitted a revised complaint policy and provided a system for which complaints will be tracked.	
<b>Observation:</b> The registrant does not have a comprehensive policy describing how concerns will be addressed, and complaints will be resolved in a fair, timely and effective manner.			No further action required.	
<b>Actions taken or to be taken by Registrant (Operator):</b> The operator must develop a comprehensive policy describing how concerns will be addressed, and complaints will be resolved in a fair, timely and effective manner. The operator must submit this policy to the Registry by September 4, 2024.				
<b>Actions taken or to be taken by Registry:</b> No further action.				