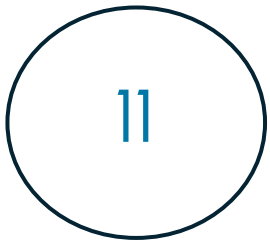
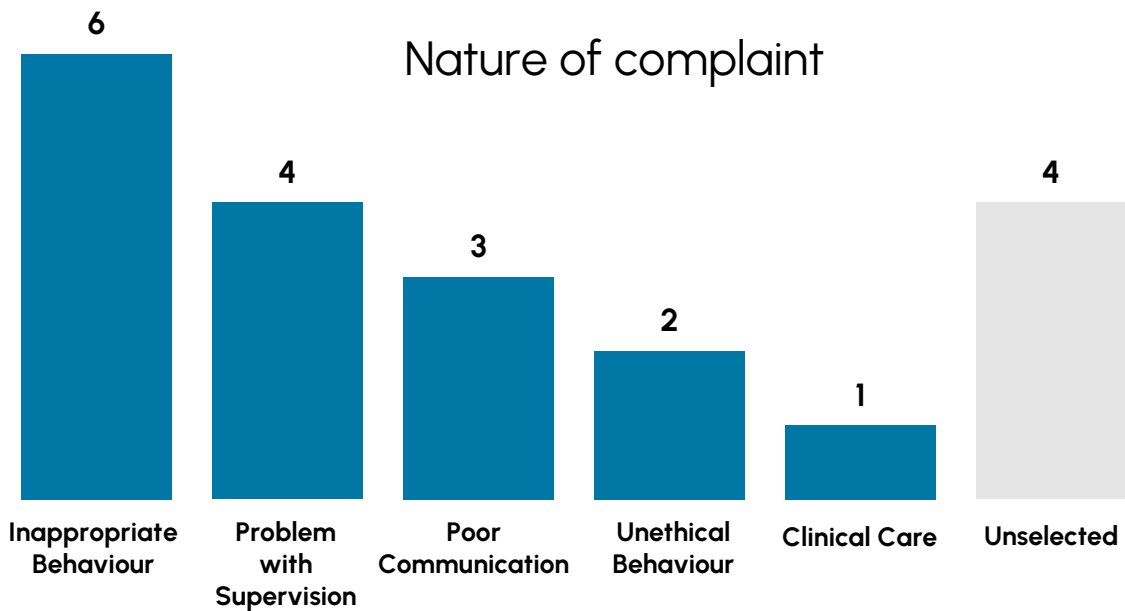




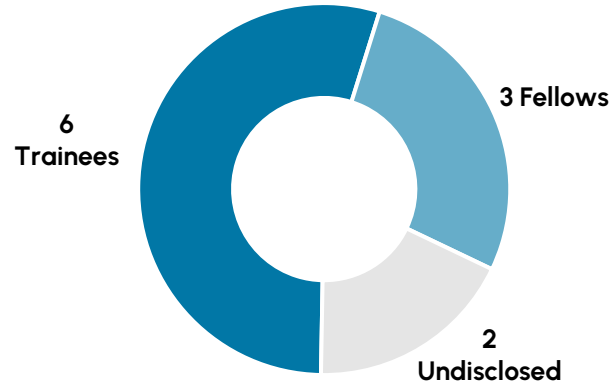
### Complaints in 2025 Average response time



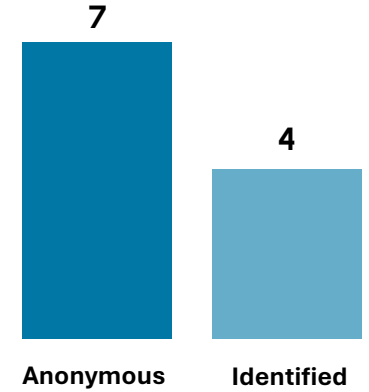
### Nature of complaint



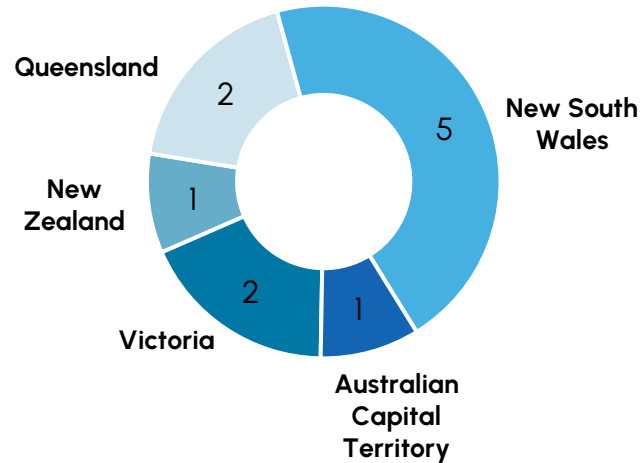
### Complainant



### Identity disclosure



### Jurisdictions



### Examples of CICM Responses and Interventions

- Referrals to:
  - Accreditation Team
  - Hospital Accreditation Committee
  - CICM CEO
  - Chair of Professional Affairs Committee
- Phone conversations with complainants
- Discussion with Unit Directors
- Monitoring of HR investigations and outcome reports