

Failure to Take Reasonable Steps to Resolve

Jacques complained that he had been given a double dose of his medication for several months while incarcerated and this had caused him to feel unwell and dizzy.

Evidence from the prison health service and Jacques' medical records indicated that at no time was he prescribed the wrong medication or higher dosage while in prison. Further evidence indicated that even if his medication had doubled, the dose would still have been well within a safe daily dosage range.

It was also evident that at any time, Jacques could have spoken to a nurse or doctor to ask about his medication and attempt to resolve this issue. He had not done so.

No further action was taken on this complaint for two reasons. The complaint was not substantiated, and Jacques had not taken reasonable steps to try to resolve the complaint before contacting the HCSCC.