



Every
experience
matters

Ways to make a complaint



**Telephone (Monday to Friday,
9 a.m. – 4 p.m.)**

TF (Canada & U.S.A.)

1.888.321.0339

T 416.597.0339

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Online

PatientOmbudsman.ca



In Person

(fully accessible location)

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416.597.5372

We are respectful of your privacy and deliver service that is considerate of all audiences, languages and abilities.



Patient
Ombudsman



Do you have a complaint about a healthcare experience?

We know how frustrating it can be to not feel heard or understood, especially when it comes to your care or the care of someone you love. If you have already voiced your complaint at a public hospital, long-term care home or Community Care Access Centre (CCAC) and are still unhappy with the outcome or how it was handled, we may be able to help.

What you can expect from us

As a champion for fairness, we facilitate resolutions and investigate complaints about patient care and healthcare experiences and make recommendations to improve experiences for all Ontarians.

Everyone deserves to be treated fairly

That's why we take the time to listen closely to all experiences and perspectives, without taking sides. We work with you to make the process as simple as possible, so that you know exactly what to expect along the way. Our services are free and confidential.

We work with all sides to find a fair resolution

We do everything we can to hear, understand and resolve your complaint with courtesy and respect. Voicing your complaint is important as it helps to identify bigger issues and prevent others from going through similar experiences. This can lead to better care for everyone.

Who we oversee



Resolving complaints, fairly

What to expect when you make a complaint

1 We can look into a complaint that has already been raised with a health sector organization

We cannot help if the complaint is (e.g.):

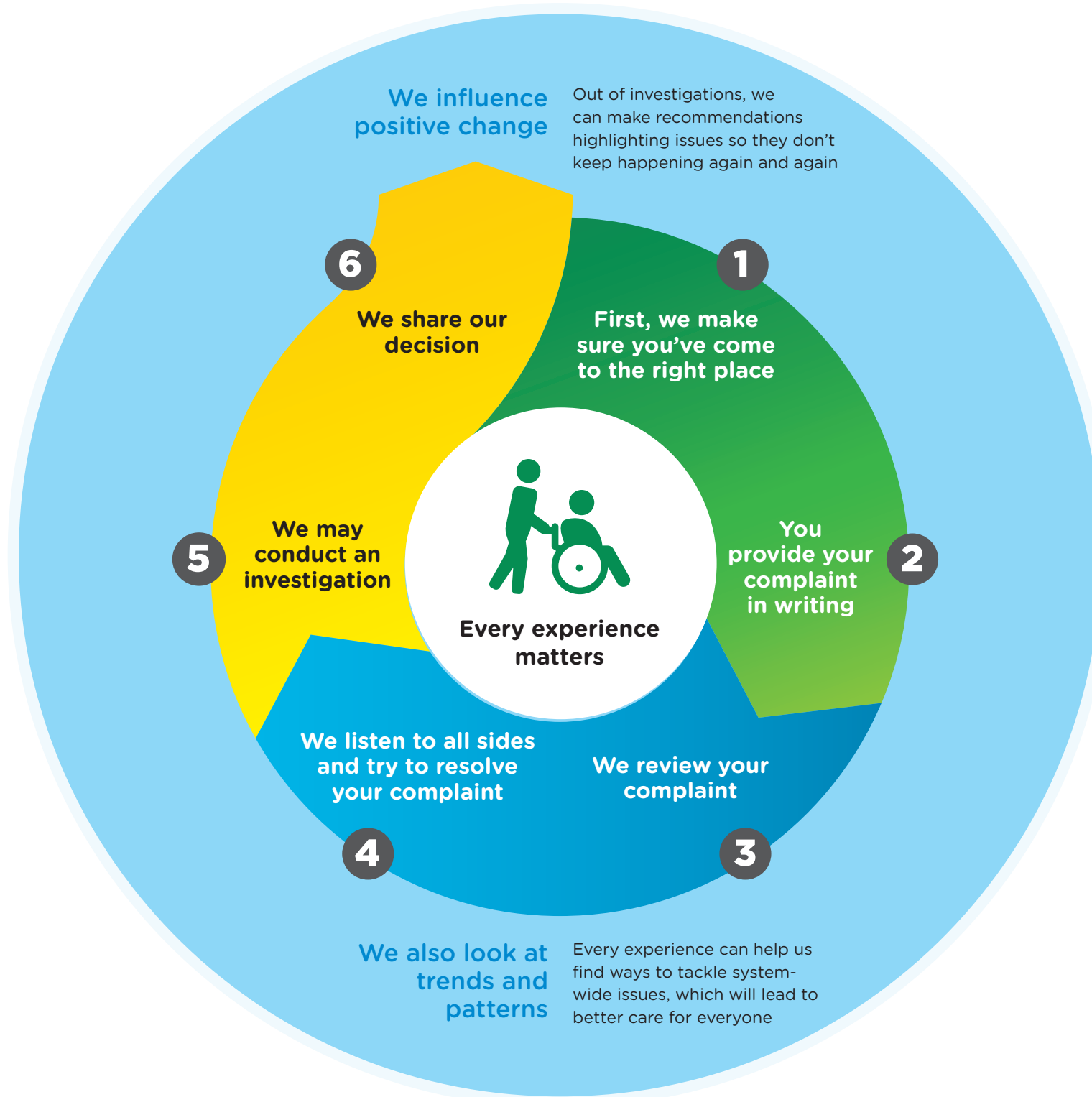
- About a regulated healthcare professional (e.g., physician, registered nurse)
- About a retirement home
- Part of a court proceeding

When possible, we will point you to someone who can help.

2 Details of your complaint

- What happened?
- When and where did it happen?
- Who was involved?
- What felt unfair?
- What would put things right?

Before we can act, we need your consent to proceed.



3 If we aren't able to help

After reviewing the complaint details, we may not be able to help. We will explain why and, when possible, refer you to someone who can.

4 Listening and getting the facts

We will get the required information relating to your complaint, and attempt to facilitate a resolution between you and the health sector organization.

5 Moving to an investigation

If we can't achieve a resolution, we may need to conduct a formal investigation. We will let everyone involved know if an investigation is necessary.

6 While each complaint is different, a resolution could take the form of:

- An apology
- Policy change
- Recognition of the issue
- After an investigation, a recommendation for change to prevent someone else from going through a similar experience.