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

Online
PatientOmbudsman.ca

Mail
Box 130, 77 Wellesley St. West
Toronto, ON M7A 1N3

Fax
416.597.5372

We are respectful of your privacy and deliver service that is considerate of all audiences, languages and abilities. Language interpretation services are available if you need help sharing your complaint.

Patient Ombudsman

MIX
Paper | Supporting responsible forestry
FSC® C102153

Patient Ombudsman



Do you have a complaint?

Do you have a complaint about a health care 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 with a public hospital, long-term care home, home care service, or community surgical and diagnostic centre and are still unhappy with the outcome or how it was handled, we may be able to help.

What you can expect from us

We facilitate resolutions and investigate complaints about health care experiences and make recommendations to improve experiences for all Ontarians.

Everyone deserves to be treated fairly

- 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.
- Thank you for your courage. Voicing a complaint is important and leads to better care for everyone.
- Your courage helps identify bigger issues in the health care system and prevents others from going through a similar experience.

Who we oversee

- Public Hospitals
- Long-Term Care Homes
- Home and Community Care Services
- Community Surgical and Diagnostic Centres

What to expect when you make a complaint

We help

First, we make sure you've come to the right place

We can look into a complaint if it has already been raised with a:

- public hospital
- long-term care home,
- home and community care service, or
- community surgical and diagnostic centre.

You can help by telling us:

- 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, in writing, to proceed.

We listen

We listen to all sides and try to resolve your complaint

Most complaints are resolved early

More complex complaints can take more time

We might start an investigation

We share the information we find with you

Every complaint is different, and so are the possible resolutions.

Some examples of resolutions are:

- An apology
- A commitment to change
- Fixing an issue so that it doesn't happen to anyone else.

We make it better for everyone

Over time, we may see trends and patterns emerge

We make recommendations to prevent issues from happening again and again

Every experience helps us find ways to tackle systemic issues, which will lead to better care for everyone.

Thank you for helping everyone in Ontario by sharing your experience.

We cannot help if the complaint is:

- premature (you must first raise it with your health sector organization);
- about a matter outside of our jurisdiction (for example, about a health provider such as a doctor or nurse following professional standards; or about facilities such as walk-in clinics); or
- part of a court proceeding.

If we can't help, we will refer you to someone who can

If we aren't able to help, we will explain why and connect you with the most appropriate organization, complaint body or service to save you time and hassle.

