

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



Patient
Ombudsman



Every
experience
counts

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 Support Service Organizations
- Community Surgical and Diagnostic Centres

What to expect when you make a complaint



We cannot help if the complaint is

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

