

Do you have a complaint about a healthcare experience?

We know how frustrating it can be to not feel heard or understood. If you have already voiced your complaint with a health sector organization 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.



Who we oversee



Public hospitals



Long-term care homes



Community Care Access Centres (CCAC)

There are some complaints we cannot look into, for example:



About a retirement home



About a regulated healthcare professional (e.g., physician, registered nurse)



The subject of a court proceeding

What details to include in your complaint:

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

How to make a complaint

- 1 First, we make sure you've come to the right place**
We can look into a complaint that has already been raised with a health sector organization.
- 2 You provide your complaint in writing**
We also need your consent to proceed.
- 3 We review your complaint**
If we cannot help, when possible, we will refer you to someone who can.
- 4 We listen to all sides and try to resolve your complaint**
We will get the required information and attempt to facilitate a resolution.
- 5 We may need to conduct a formal investigation**
We let everyone involved know if an investigation is necessary.
- 6 We share our decision**
A resolution can take many forms, from an apology or policy change to a recommendation for change.

Contact us

 **Telephone (Monday to Friday, 9 a.m. – 4 p.m.)**
TF (Canada & U.S.A.) 1.888.321.0339
T 416.597.0339 TTY 416.597.5371

 **Online**
PatientOmbudsman.ca  **Fax**
416.597.5372

 **Interpretative services available in English**

Every experience matters

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.