

## How to Deal with an Urgent Concern/Complaint

Every written or verbal complaint (verbal, written, telephone, email, or text) concerning the care of a resident, or the operation of the home will be investigated, resolved where possible and a response provided within the time frame set out by the Fixing Long Term Care Act.

We encourage you to voice any concern regarding the care of a resident or operation of the home in the following way:

- Discuss with the Registered Staff in charge of the resident’s care at any time.
- Discuss with the Director of Care or Resident and Family Service Manager or any member of the leadership team.

Department	Manager
Director of Care	Cynthia Merrifield
Resident and Family Services	Kim Mustard

- Discuss with Shannon Cox, the Executive Director of the home
- Discuss with the Resident Council or Family Council
- Contact Jennifer Cornell, Director of Long Term Care  
519-372-0219 ext. 2126 or [Jennifer.cornell@grey.ca](mailto:Jennifer.cornell@grey.ca)

## Other Methods for Complaints

### Call the Ministry

<b>The Long Term Care Family Support and Action Line:</b>  <b>1-866-434-0144</b> <b>7 days a week from 8:30 a.m. to 7:00 p.m.</b>
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- The person who answers the call will:
  - Take down the complainant’s information
  - Ask some questions
  - Give the information to an inspector for follow-up

The complainant will hear back within two business days.

### Write to the Ministry

- Send a letter, by mail to:
  - Director
  - Long Term Care Inspections Branch
  - Long Term Care Operations Division
  - 119 King St. W., 11<sup>th</sup> Floor
  - Hamilton, ON L8P 4Y7

The complainant will receive a reply letting them know that the Ministry has received the complaint and the complaint will be forwarded to an inspector who will look into the matter.

### Contact the Patient Ombudsman

If the complainant has already contacted the home directly and the Long Term Care Family Support Action Line and was not able to reach a satisfactory resolution, they can contact the Patient Ombudsman:

- Online: [www.patientombudsman.ca/Complaints/make-a-complaint/Submit-Complaint](http://www.patientombudsman.ca/Complaints/make-a-complaint/Submit-Complaint)
- By calling **1-888-321-0339** (toll free) or **416-597-0339** (in Toronto)

- TTY: [416-597-5371](tel:416-597-5371)