 Complaints Process

# **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 were 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.

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| --- | --- |
| 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

548-877-0828 or Jennifer.cornell@grey.ca

Other Methods for Complaints

## **Call the Ministry**

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| **The Long-Term Care Family Support and Action Line:** |
| **1-866-434-0144****7 days a week from 8:30 a.m. to 7:00 p.m.** |

* 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., 11th 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