

Patient Complaint and Resolution Process

We are committed to ensuring that all patient complaints and concerns are addressed promptly, fairly, and professionally.

1. Contact the Clinic

If you have a complaint or concern, please contact the clinic directly and ask to speak with the Office Manager.

Please allow up to **48 hours** for us to acknowledge receipt of your complaint.

2. Investigation and Resolution

The clinic will conduct an internal review to understand the circumstances surrounding the complaint. This may include:

- Reviewing relevant medical records;
- Speaking with staff members involved; and
- Gathering any other pertinent information.

3. Communication of Findings

Once the investigation is complete, the clinic will communicate the findings to the complainant. This may include:

- An explanation of the outcome of the investigation;
- Any corrective actions taken; and
- Any changes implemented to help prevent similar issues in the future.

4. Follow-Up

Depending on the nature of the complaint, the clinic may conduct follow-up communications to ensure the issue has been addressed and resolved to the complainant's satisfaction.

5. Escalation to the Patient Ombudsman

If the complainant remains dissatisfied after completing the clinic's internal complaint process, they have the right to bring their complaint to the Patient Ombudsman.

Patient Ombudsman

Mail:

Box 130, 77 Wellesley Street West
Toronto, ON M7A 1N3

Phone: 416-597-0339

Toll-Free: 1-888-321-0339

TTY: 416-597-5371

Fax: 416-597-5372