

## The Patient Complaint Process

If you have a concern about the quality of care or any services provided by the THFHT, please let us know in order to improve our services for all patients. Our aim is to address your concerns in a timely and respectful manner.

1. We encourage you to discuss your concerns with the appropriate member(s) of your healthcare team. These professionals involved in your care may be able to resolve the issue or they may refer you to another more appropriate member of the team.
2. If talking to the appropriate team member does not satisfy your concerns, you may choose to put your complaint in writing by either

completing our **Patient Complaint Form**. This form is available on the website or in any of our offices.

Or submitting a letter. Please state your name, contact information, details of complaint; date of the incident, which clinic, any specific team members involved, what you did to resolve the issue, the outcome you seek and whether the matter is urgent.

Please note, anonymous complaints will be disregarded.

Complaint forms/letters can be mailed to:	Delayne Donald, Executive Director 119 Isabella Street Campbellford, ON K0L 1L0
emailed to:	admin2@thfht.com
faxed to:	705-653-0849

3. Complaints will be reviewed and investigated. You may be contacted to provide further information.

All medical information is confidential. If the complaint investigation requires review of your medical information, written consent will be requested.

Patient complaints and complaint responses are not part of your electronic medical record nor will any complaint impact your future care.

The Ministry of Health and Long-Term Care requires the THFHT track all complaints to ensure that they are resolved in a timely and fair manner. This mechanism, in the form of a summary report, does not contain any patient personal information.

Any written complaint will be answered with a written response within 30 days of receipt.

### **What are the possible outcomes of a complaint investigation?**

After the investigation, the THFHT may decide to:

- Take no further action if the complaint does not warrant it.
- Take further action internally, i.e. revising our procedures/policies.
- Refer the concern to an outside agency.

### **What if I am not satisfied with the outcome?**

Depending upon the nature of the complaint, the investigating team will advise you of further options to resolve your concerns, i.e.

- in the case of a Regulated Professional, the appropriate regulating college
- other outside agencies, such as the Office of the Information and Privacy Commissioner of Ontario.