

## Compliments, Complaints & Appeals Process

### Tell us how we're doing!

While working to provide the best possible care, the Mississauga Halton Local Health Integration Network (LHIN), also wants to provide the best possible service. We want to know how we are doing and welcome feedback of all kinds — compliments, concerns, complaints, and all other inquiries.

You are welcome to raise your concerns about your eligibility for service, the type or amount of service you receive, or why services were discontinued.

Our programs and services are accessible to everyone in the Mississauga Halton community, including persons with disabilities. Compliments, suggestions and complaints from our patients and their families are important for helping us to continually improve our programs and services.

To provide any type of feedback, please contact your care coordinator directly. If you have a specific complaint about your care and the service we are providing, please follow the steps below to ensure a prompt response. Mississauga Halton LHIN, strives to resolve patient complaints informally whenever possible.

1. Contact your care coordinator to discuss your complaint. He or she is familiar with your situation and wants to hear what is going well for you and what can be improved.

Your care coordinator will work with you, your family, or your caregiver to respond to your complaint. Most patient complaints are successfully resolved at this level.

2. If, after speaking with your care coordinator, your complaint is not resolved to your satisfaction, you can ask to speak to his or her manager.
3. If, after speaking with a home and community care manager, your complaint remains unresolved, you may request a formal review by the Ombudsperson. All patients have the right to a fair and unbiased review of any unresolved complaints or disputes regarding the quality or level of our services. The Ombudsperson will review your concerns and seek to achieve a mutually satisfactory win-win resolution to your complaint, and may also make recommendations to your care team.

To request a formal review, you may contact our Ombudsperson:

**Mississauga Halton LHIN Ombudsperson**  
401 The West Mall, Suite 1001  
Etobicoke, ON M9C 5J5 (905) 855-9090 ext. 7883

4. After the Ombudsperson's review, you will be provided with a final decision on your complaint by the Mississauga Halton LHIN. If you remain unsatisfied with the decision, you have the right to appeal that decision to the Health Services Appeal and Review Board (HSARB).

Health Services Appeal and Review Board  
151 Bloor Street West, 9th Floor  
Toronto, Ontario M5S 1S4 (416) 327-8512

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## Compliments, Complaints & Appeals Process (continued)

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### Long-Term Care Action Line

In addition to the Mississauga Halton LHIN's internal process for dealing with complaints, patients also have the option of contacting the Long-Term Care Action Line, a service provided by the Ministry of Health and Long-Term Care, which can assist in the resolution of patient concerns about home and community care services. The Long-Term Care Action Line may be contacted by telephone at 1-866-876-7658.

### Ontario's Patient Ombudsman

Ontario also has a Patient Ombudsman, who works to resolve complaints and ensure fairness in Ontario's health system. In the event that a patient is not satisfied with the Mississauga Halton LHIN's handling of their complaint, the Patient Ombudsman may be contacted he or she may contact Ontario's Patient Ombudsman at 416-597-0339.