

Ministry of Long-Term Care

# Complaints

As of April 11, 2022, the *Fixing Long-Term Care Act, 2021* (FLTCA) and Ontario Regulation 246/22 have replaced the previous *Long-Term Care Homes Act, 2007* (LTCHA) and Ontario Regulation 79/10 as the governing legislation for long-term care in Ontario.

The FLTCA and its regulation have updated the requirements for licensees with respect to complaints. The updated requirements that are further explained in this document include:

- A licensee must forward all complaints that allege harm or risk of harm to one or more residents, including but not limited to physical harm, immediately to the Director.
- A licensee must provide contact information for the ministry's Long-Term Care Family Support and Action Line and for the Patient Ombudsman to the complainant in response to a complaint.

Licensees must post information in the long-term care home about their complaints procedure for the home, and also provide this information to residents at the time of their admission.

## Complaints procedures

The FLTCA requires licensees to have written procedures for a person to make a complaint to the licensee and it must set out how the licensee will deal with complaints.

*This document is for informational purposes only. It is intended to highlight some of the new aspects and requirements of the Fixing Long-Term Care Act, 2021 and its regulation. Licensees are responsible for ensuring compliance with the requirements of the Fixing Long-Term Care Act, 2021 and its regulation. In the event of a conflict or inconsistency between this document and the Act or regulation, the Act or regulation will prevail. **This document does not constitute legal advice or interpretation. Users should consult their legal counsel for all purposes of legal advice and interpretation.***

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Questions?

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