

Homes must post these procedures in a place where they are easy to find and easy to see. They must also post the ministry's telephone number for directly making complaints about homes.

Dealing with complaints

A licensee might receive complaints on a range of topics and in different formats. Any written or verbal complaint made to the licensee or a staff member about resident care or how the home runs requires an investigation and resolution, where possible.

Further, a home must provide a response to the complainant. The timelines for this response depend on the nature of the complaint.

If a complaint alleges harm or risk of harm to one or more residents, including but not limited to physical harm, the licensee must investigate the complaint **immediately**. They must also immediately forward the complaint to the director. If a complaint does not allege harm or risk of harm to one or more residents, including but not limited to physical harm, it is not required to be forwarded to the Director.

Responses

In all cases, the licensee must let the complainant know that they have received the complaint within ten business days. For complaints that cannot be investigated and resolved within 10 business days, a licensee must inform the complainant when they can expect the complaint to be resolved.

A response must be provided to the complainant. The response provided must explain what the licensee has done to resolve the complaint or if the licensee believes there is no cause for complaint, they must explain why.

The response must also include the telephone number of the Long-Term Care Family Support and Action Line for making complaints about LTC homes and the contact information for the Patient Ombudsman.

Where the licensee was required to immediately forward the complaint to the ministry, the response must also let the complainant know that this happened.

Questions?

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