

Documentation

A licensee must keep a documented record about all complaints it receives about the care of a resident or operation of an LTC home. This includes:

- what the complaint was about
- the date the complaint was received
- the action taken to resolve the complaint, including when it was taken, and when any future actions will occur
- how it was finally resolved, if applicable
- the dates on which any response was provided to the complainant with a description of each response
- and any further responses from the complainant.

The licensee must review and analyze the documented record for trends at least every quarter. The licensee must ensure that the resulting review and analysis inform decisions about improvements required for the home. The licensee must keep a written record of each review and of any subsequent improvements made to the LTC home in response.

Where the licensee has immediately forwarded the complaint to the Director, the documentation related to the complaint must also go to the Director.

When dealing with a verbal complaint that can be resolved within 24 hours of the complaint being received, the requirements in the regulation about documentation, review and analysis as outlined in this section do not apply.

Transition

The FLTCA provides that if someone made a complaint before the FLTCA came into force on April 11, 2022, and it has yet to be dealt with, it should be dealt with according to the new requirements of the FLTCA to the extent possible.

Questions?

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