

Other methods for complaints

Complainants may not wish to submit their complaint through the home. There are other ways for them to do so. Licensees are encouraged to post this information in the home.

Call the ministry

Call the Long-Term Care Family Support and Action Line: toll-free [1-866-434-0144](tel:1-866-434-0144)

Hours of operation: 8:30 a.m. - 7:00 p.m., 7 days a week

The person who answers the call will:

- take down the complainant's information
- ask some questions
- give the information to an inspector for follow-up

The complainant will hear back within two business days.

Write to the ministry

Send a written letter, by mail, to:

Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division
119 King St. W, 11th Floor
Hamilton ON L8P 4Y7

The complainant will receive a reply letting them know that the ministry has received the complaint. The complaint will be forwarded to an inspector who will look into the matter.

Questions?

mltc.correspondence@ontario.ca