

## Contact the Patient Ombudsman

If the complainant has already contacted the home directly and the Long-Term Care Family Support and Action Line (toll-free at [1-866-434-0144](tel:1-866-434-0144)) and was not able to reach a satisfactory resolution, they can contact the Patient Ombudsman:

- [online](#)
- by calling [1-888-321-0339](tel:1-888-321-0339) (toll free) or [416-597-0339](tel:416-597-0339) (in Toronto)
- TTY: [416-597-5371](tel:416-597-5371)

---

Questions?

[mltc.correspondence@ontario.ca](mailto:mltc.correspondence@ontario.ca)