

# Complaint and Feedback Process

If you have a Complaint/Concern, Compliment or Suggestion about your experience at Ontario Shores, tell us about it. Here's how:

Talk to Staff

Give them the opportunity to assist you first.

OR

Talk to the Manager or Director of the applicable service

OR

If In doubt about the process, contact Quality/Patient Experience through the Family Resource Centre in Building 7 Level 2:

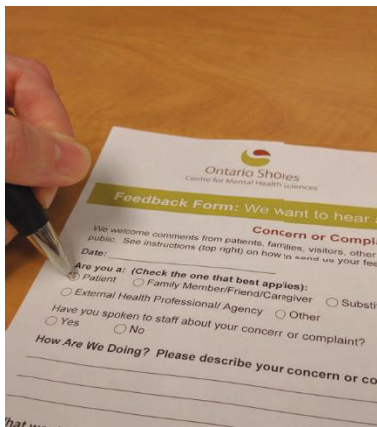


Fill out a Feedback Form.

Call or visit the Patient and Family Relations Leader at 905.430.4055 ext. 6703, fax 905.430.4059 or email [feedback@ontarioshores.ca](mailto:feedback@ontarioshores.ca)

Drop Boxes are available in selected clinic waiting rooms, Family Resource Centre, and ADOL, EDU inpatient units.

To find this form go to the Units/Clinics, Quality/Patient Experience in the Family Resource Centre (Building 7, Level 2), or visit [ontarioshores.ca](http://ontarioshores.ca).



Ontario Shores  
Centre for Mental Health Sciences

**Feedback Form: We want to hear**

We welcome comments from patients, families, visitors, other public. See instructions (top right) on how to write us your feedback.

Date: \_\_\_\_\_

Are you a: (Check the one that best applies):  
 Patient  Family Member/Friend/Caregiver  Substitute  
 External Health Professional/Agency  Other

Have you spoken to staff about your concern or complaint?  
 Yes  No

How Are We Doing? Please describe your concern or complaint:  
\_\_\_\_\_

Clinical Manager:

Ext. #

Administrative Director:

Ext. #