

Your input is important to us, it helps us improve what we do!

All feedback will be considered but not all suggestions may be possible to fulfill.



Be proactive about improving opportunities for recovery.

Patient and Family Experience

Sharing a Complaint/Concern and Providing Other Feedback

Feedback Form Drop Box Locations

You can drop off paper forms in locked boxes at the following locations:

Family Resource Centre	Building 7, Level 2
ICAP Waiting Room	Building 1, Level 2
Adolescent Unit	Building 1, Level 1
Eating Disorder Unit	Building 2, Level 2
Admitting Entrance	Building 2, Level 2

Contact Us

Family Resource Centre
Building 7, Level 2
t 905.430.4055 ext. 6703
f 905.430.4059
PatientExperience@ontarioshores.ca

Ontario Shores Centre for Mental Health Sciences
700 Gordon Street
Whitby, Ontario L1N 5S9
t 905.430.4055

ontarioshores.ca



Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.



Patient and Family Experience

**Sharing a Complaint/
Concern and Providing
Other Feedback**

Complaint/Concern and Feedback Process

Do you know how to share a complaint/concern or provide other feedback (such as compliments or suggestions) about your experience at Ontario Shores?

Here's how:

- If you haven't already done so and are comfortable, please talk to staff in the unit/clinic or service area.
- You can also talk to the unit/clinic manager or Administrative Director.
- For formal complaints, please call or visit the Family Resource Centre (Building 7, Level 2) ext. 6703 and speak to the Patient and Family Relations Leader or complete a Feedback Form.
- If you are unsure of the best place to take your complaint/concern or feedback, visit the Family Resource Centre for more information.

Quality, Patient Safety, Patient Experience Office

- Our office is open Monday to Friday from 8:30 a.m. to 4:30 p.m.
- We will contact you within 5 business days of receiving your feedback.
- We can ensure your input gets to the right place in the organization.
- Our office can help mediate your concern or complaint.

Feedback Form

You can fill out a Feedback Form, available on all units/clinics and at ontarioshores.ca, and deliver it to:

- Unit/clinic staff or managers, if you feel comfortable.
- The Family Resource Centre in Building 7, Level 2.
- A locked Drop Box. (locations on back of this pamphlet).

Confidentiality

- Your feedback cannot be shared outside of Ontario Shores without your permission.
- We share your feedback only with the people who can help resolve it.
- Your feedback will not be put in the Ontario Shores patient health record.
- Your feedback will not affect your Ontario Review Board (ORB) status.
- We follow up on anonymous (non-identified) feedback too but this can make it difficult to resolve your concern or complaint.
- We abide by privacy legislation: The Personal Health Information Protection Act (PHIPA) and Freedom of Information and Protection of Privacy Act (FIPPA).

