

## **COMPLAINT PROCESS**

The Pickering, Whitby and Bowmanville Centre for Sleep Disorders will address any patient complaint or concern professionally and diligently. We will do our utmost best to investigate and resolve the issue

### **CONTACT THE CLINIC DIRECTLY**

Please call the clinic directly and ask to speak with the Office Manager. If the Office Manager is unable to address your complaint to your satisfaction, please request to speak with the Medical Director of the Clinic.

### **INVESTIGATION AND RESOLUTION OF COMPLAINT**

The clinic will perform an internal investigation to understand the different elements related to the complaint. This investigation may involve the review of medical records, speaking to staff members involved and gathering all the information to appropriately address the complaint.

### **PROVIDING FEEDBACK**

Following the investigation, the clinic will communicate the findings of the investigation and an explanation of actions taken to the complainant and any corrective or preventive actions to prevent similar occurrences in the future.

### **FOLLOW-UP**

Depending on the nature of the complaint, there may be a follow-up process to ensure that the issue has been resolved to the satisfaction of the complainant.

### **REGULATORY (EXTERNAL AGENCIES)**

In very rare cases, if the matter cannot be resolved or if the complainant is still dissatisfied after receiving feedback from the clinic, they can make a complaint to the Patient Ombudsman.

Patient Ombudsman

Mail: Box 130, 77 Wellesley Street West

Toronto, ON M7A 1N3

Phone: 416-597-0339

Toll Free: 1-888-321-0339

<https://www.patientombudsman.ca/>