



COMPLAINTS REPORTING

Kristus Darzs Latvian Home is committed to delivering excellence in care, programs, and services to the residents. We value quality improvement and understand that addressing any issues raised in a timely fashion and using the information obtained from those issues will improve our services. Therefore, **a formal process to voice complaints concerning the care of a resident or operation of the home** has been designed for residents and families.

Contact the Home

We encourage all residents and families to voice their concerns with Kristus Darzs' leadership team and provide the Home with an opportunity to address issues as they arise.

Call the ministry

Call the Long-Term Care Family Support and Action Line: toll-free **1-866-434-0144**
Hours of operation: 8:30am-7:00pm, 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 investigate the matter.



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) and was not able to reach a satisfactory resolution, they can contact the Patient ombudsman:

- Online
- By calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto)
- TTY: 416-597-5371

For more information on the duty to report, see section 24 of the Long-Term Care Homes Act, 2007 on www.e-laws.gov.on.ca