

St. Patrick's Home of Ottawa

Complaint Process

To make a complaint, we encourage you to contact the Home directly.

Complaints should be brought forth and escalated as follows:

You can speak to the Personal Support Workers or Registered Practical Nurse on your loved one's home are about your concern. They are usually able to address your concern immediately.

If you are not satisfied with the resolution of your concern, please speak to the Registered Nurse on your loved one's home area or one of our Social Workers.

If the concern persists, please speak to a Manager (Reception can help direct you to the appropriate person).

A Contact List for the Management Team is included at the end of this document. The manager will contact you to follow up within ten days of your complaint.

If despite all of this, you are unable to have your concern resolved, you can contact the President and CEO.

At any time, you are welcome to contact the Ministry of Long Term Care or the Patient Ombudsman as per the information attached. This contact information is also posted in the front lobby.

Call the Ministry of Long Term Care

Call the Long-Term Care Family Support and Action Line: toll-free [1-866-434-0144](tel:1-866-434-0144)

Hours of operation: 8:30 a.m. - 7:00 p.m., 7 days a week

Write to the Ministry of Long Term Care

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

Contact the Patient Ombudsman

If you have 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 were not able to reach a satisfactory resolution, you 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)

[Learn more about the Patient Ombudsman.](#)