



COMPLAINT PROCEDURE

If you have a concern, complaint or want to make a suggestion to assist us in improving our programs and services at Maple View Lodge, the following steps should be followed. We hope that most issues can be resolved at Step 1 or 2 or through our *You Have A Voice* form but if complaints are not being addressed or the issue is urgent, please proceed to the next step:

- STEP 1: Discuss the issue with a registered staff member**
- STEP 2: Discuss the issue with a RN Charge Nurse/Supervisor**
- STEP 3: Discuss the issue with a member of Administration:**

Maple View Lodge- Administrative Staff

Tracy Jordan Administrator

Cristy Nichol Supervisor Support Services

Kirsten Pollock Director of Care

Brittany Knowles Resident Services Supervisor

CAO- Ray Callery

(Contact- 613-342- 3840 x2301)

STEP 4: Discuss the issue with Residents' Council or Family Council

STEP 5: Contact the Ministry of Health and Long-Term Care

Ottawa Service Area Office:

Duty Inspector:

Phone: 1-613-569-5602

After hours: 1-800-268-6060

Toll Free: 1-877-779-5559

FAX: 613-569-9670

e-Mail: ottawa.SAO@ontario.ca

Action Line:

1-866-434-0144

Minister's Office:

The Minister of Health and Long Term Care

Hepburn Block

80 Grosvenor Street, 10th Floor

Toronto, Ontario M7A 2C4

Phone: 416-327-4300

e-Mail: ccu.moh@ontario.ca