



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

Linda Chaplin Administrator **Tracy Jordan** Assistant Director of Care
Kirsten Pollock Director of Care **Michelle Phillips** Supervisor Support Services
Lynn Schryer- Resident Services Supervisor

CAO- Andy Brown

(Contact- 613-342- 3840 extension 2310)

- 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