



Ministry of Health



# DO YOU HAVE A CONCERN OR COMPLAINT?



If you are unhappy with a health service provider or the care received at this facility, it is important that you talk about it with the **Complaint Handling Representative** in this facility.



**Your Local Contact is:**

**Title:**

**Email:**

**Telephone:**

## **Things You Should Know:**

- Anyone can lodge a concern or complaint.
- Complaints are handled confidentially.
- A complaint can also be lodged anonymously.
- Complaints will be handled in the shortest possible time.

If you are not satisfied, call or visit the responsible Regional Health Authority or the **Ministry of Health's Investigation & Enforcement Branch** for more information.



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