

# Feedback, Complaints and Appeals

## Information for patients and families

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### Feedback

Ontario Health atHome welcomes feedback from our patients, their families, and caregivers. Compliments, concerns, complaints, and other inquiries help us measure our performance, enhance the patient experience, and continually improve our Home and Community Care programs and services. To provide feedback, please contact your Care Coordinator.



### Complaints and Appeals

If you have a specific complaint or concern about your care and the service we are providing, you can:

- Talk to your Care Coordinator
- Call Ontario Health atHome Patient Relations 310-2222

If you are not satisfied with Ontario Health at Home's decision about your complaint or a concern (for example, about your eligibility for services or the exclusion, reduction, or termination of a service), the decision will be reviewed by another staff person and you will receive written notice of the outcome.

If you are still unsatisfied with the decision after the internal review process, you have the right to appeal the decision to the Health Services Appeal and Review Board (HSARB) if one or more of the following apply:

- You are not eligible for services
- There has been a reduction in the amount of service you are receiving
- There was an exclusion of a service from your plan of care
- Your service has been terminated

You have the right to have your complaint or appeal handled in both official languages. You can contact HSARB at 1-866-282-2179 or visit their website at [www.hsarb.on.ca](http://www.hsarb.on.ca).

You can also call the Ministry of Health and Long-Term Care's ACTION line at 1-866-434-0144.

### Contact Information

If you have any questions regarding this service, please contact: **310-2222** • [ontariohealthathome.ca](http://ontariohealthathome.ca)