



Concern/ Complaint Procedure For Residents/ Families/ Friends With Questions or Concerns

Valleyview Home is committed to upholding and protecting the rights of its residents by establishing and supporting an effective Concern/ Complaint Procedure.

If you have a concern, the following procedure is established in order to facilitate the resident's rights, maintain quality service and arrive at a mutually agreed upon resolution. Please be assured that all issues will be investigated and addressed to the best of our ability.

STEP ONE:

Report your issue to the Registered Nurse Supervisor who will address your concern or direct you to the appropriate Department.

STEP TWO:

The Department Supervisor will address your concern or issue.

STEP THREE:

In the event that your concern has not been adequately addressed by the above mentioned procedure, the issue can be directed to the Administrator.

STEP FOUR:

If the issue cannot be resolved by the Administrator, residents, families and friends may contact: The Ministry of Health and Long-Term Care ACTION Line at 1-866-434-0144 (7 days a week, 8:30 am - 7:00 pm or send a letter to: Director, Long-Term Care Inspection Branch, Long-Term Care Operations Division, 199 King Street West, 11th Floor, Hamilton, Ontario, L8P 4Y7

If the outcome is unsatisfactory after investigation by the facility and the ministry complaints may be made to the Patient Ombudsman either on line, by calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto) or by TTY 416-597-5371