

Complaints Policy Information for Clients

West Toronto Support Services (WTSS) upholds the Complaints and Appeals Process as legislated in the Long-Term Care Act, 1994 [Part 9]

You have a right to register concerns or make complaints about services you receive from WTSS without fear of interference, coercion, discrimination or reprisal. We guarantee that WTSS staff will receive all your feedback and deal with it in a timely, professional, and courteous manner.

Procedure for registering a concern or complaint with WTSS

1. Decide whether you have a real concern or specific complaint to make about any aspect of your service, including (but not limited to) eligibility for services; exclusion of a service in your Service Plan; amount of service; termination of a service; quality of a service, and/or; an alleged violation of your rights as set out in the Bill of Rights in the Ontario Long Term Care Act
2. All complaints brought to our attention help us to improve the services we provide.
3. Complete a Complain/Concern Form provided to you and submit to the main office.
4. A WTSS staff person will follow up on your complaint/concern within 24 – 48 hours and will work with you to find a satisfactory solution.
5. If you are unsatisfied with the solution suggested, you may submit a written complaint to WTSS' Operations Manager (OM) and/or Executive Director (ED).
6. The OM and/or ED will review the written complaint and respond to the complainant within 60 days of receiving the initial complaint.
7. If you are unsatisfied with the decision, you can make an appeal to the Health Services Appeal and Review Board (a part of the Health Board Secretariat) which will give both parties at least 7 days notice of a date of a hearing. The Health Services Appeal Review Board may be contacted at:

Health Services Appeal and Review Board
151 Bloor Street West, 9th Floor
Toronto, Ontario M5S 2T5 Canada
Telephone: (416) 327-8512
1-866-282-2179