

At Malvern Sleep Clinic, our aim is to make sure any patient complaint or concern is dealt carefully and professionally. Here is the process:

1. **Contact:** Contact Malvern Sleep Clinic at 416-282-9119 and speak with clinic Supervisor/Manager.
2. **Escalation if Necessary:** If you are not satisfied with the response from the Clinic Supervisor/Manager, you can send email to senior management at [malvernsleep@rogers.com](mailto:malvernsleep@rogers.com)
3. **Receiving Acknowledgement:** We will acknowledge receipt of your complaint within 24 hours.
4. **Investigation and Resolution:** We will conduct an internal investigation to understand the various elements surrounding the complaint. This includes reviewing medical records, speaking with staff members involved in the complaint and collecting all related information.
5. **Providing feedback to the Complainant:** After we finish investigating, clinic will communicate the result of the investigation to the persons involved. This result can include explanation of any corrective actions taken or changes in the policy to prevent this kind of incident in the future.
6. **Follow-up:** Depending on the nature of the complaint, there may be a follow-up action to make sure the complaint has been resolved to the satisfaction of the people involved.
7. **Regulatory or External Agencies:** In some cases, if still unsatisfied with the response from the clinic. It's the patient's right to bring their complaint to the patient ombudsman under the Excellent Care for All Act 2010.

Patient Ombudsman

Mail: Box 130, 77 Wellesley Street West

Toronto, ON M7A 1N3

Phone: 416-597-0339

Toll Free: 1-888-321-0339

TTY: 416-597-5371

FAX: 416-597-5372

**Email and phone number for the Ministry's Protecting Access to Public Healthcare Program:** Please see contact information to the ministry's protecting access to public healthcare program: Email: [protectpublichealthcare@ontario.ca](mailto:protectpublichealthcare@ontario.ca) or by phone (toll-free) at: [1-888-662-6613](tel:1-888-662-6613).