

2-Sided Form: See **other side** to submit a Compliment, Suggestion, or Question.



**Ontario Shores**  
Centre for Mental Health Sciences

**Send us your completed form by:**

Mail: Family Resource Centre (Building 7, Level 2)  
700 Gordon Street, Whitby, ON L1N 5S9

Drop Box: in ICAP, FOS, PHP & TAY waiting rooms

Email: [feedback@ontarioshores.ca](mailto:feedback@ontarioshores.ca)

Fax: 905-430-4059

You can call us at: 905-430-4055 ext. 6703

## Feedback Form: We want to hear about your experience!



### Concern or Complaint

We welcome comments from patients, families, visitors, other service providers, and members of the public. See instructions (top right) on how to send us your feedback. Please fill out the areas below:

**Date:** \_\_\_\_\_

**Are you a: (Check the one that best applies):**

Patient     Family Member/Friend/Caregiver     Substitute Decision Maker

External Health Professional/ Agency     Other - please specify: \_\_\_\_\_

Have you spoken to staff about your concern or complaint?

Yes     No

**How Are We Doing? Please describe your concern or complaint:** (if required, attach additional notes)

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**What would you like to see happen as a result of giving your feedback?**

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**If you would like someone to respond to you, please fill out the following:**

Your Name: \_\_\_\_\_

Patient Care Unit or Program if Applicable: \_\_\_\_\_

Phone#: \_\_\_\_\_ Can a message be left at this number?     Yes     No

Did you have assistance to complete this form?     Yes    If a staff member assisted you, please add:

Name of staff member: \_\_\_\_\_ Unit/Program: \_\_\_\_\_ Ext.: \_\_\_\_\_

For Staff use only: Date Received: \_\_\_\_\_

Received by: \_\_\_\_\_ Dept.: \_\_\_\_\_

Personal information you provide to Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is collected pursuant to the Public Hospitals Act R.R.O 1990, c. P.40. It will be used for the purpose of resolving complaints, implementing suggestions and responding to you. At all times it will be treated in accordance with the provisions of the Freedom of Information and Protection of Privacy Act. If you have questions about the collection of your personal information, please refer to the Privacy & Access pages on the Ontario Shores website or contact the Leader, Privacy & Access at 700 Gordon St. Whitby, ON L1N 5S9; 905-430-4055 ext. 6712. Please note that this form will not be placed in the patient's Ontario Shores health record.

February 2020

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- Patient     Family Member/Friend/Caregiver     Substitute Decision Maker  
 External Health Professional/ Agency     Other - please specify: \_\_\_\_\_

**What type of feedback would you like to provide:**

- Compliment     Suggestion     Inquiry/Question

Have you spoken to staff about your feedback?

- Yes     No

**How Are We Doing? Please describe your feedback:** (if required, attach additional notes)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Can we share your anonymized feedback in promotional or other material for Ontario Shores?**

- Yes: provide your signed consent: \_\_\_\_\_     No

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