



## **COMPLAINTS PROCESS**

At MMI we are committed to ensure that all patient complaints are dealt with thoroughly and promptly.

If you have a complaint concerning the care you received or in regards to the operation of our clinics please feel free to complete the Patient Complaint form.

All complaints will be investigated, and a response will be provided back to you within 10 business days. If the complaint alleges harm or risk of harm, it will be dealt with immediately.

If for some reason you are not happy with the resolution of the complaint, it is your right to bring your complaint to the Patient Ombudsman under the Excellent Care Act, 2010

Patient Ombudsman  
Box 130, 77 Wellesley Street, West  
Toronto, ON  
M7A 1N3  
416-597-0339 ( 1-888-321-0339)  
<https://patientombudsman.ca>