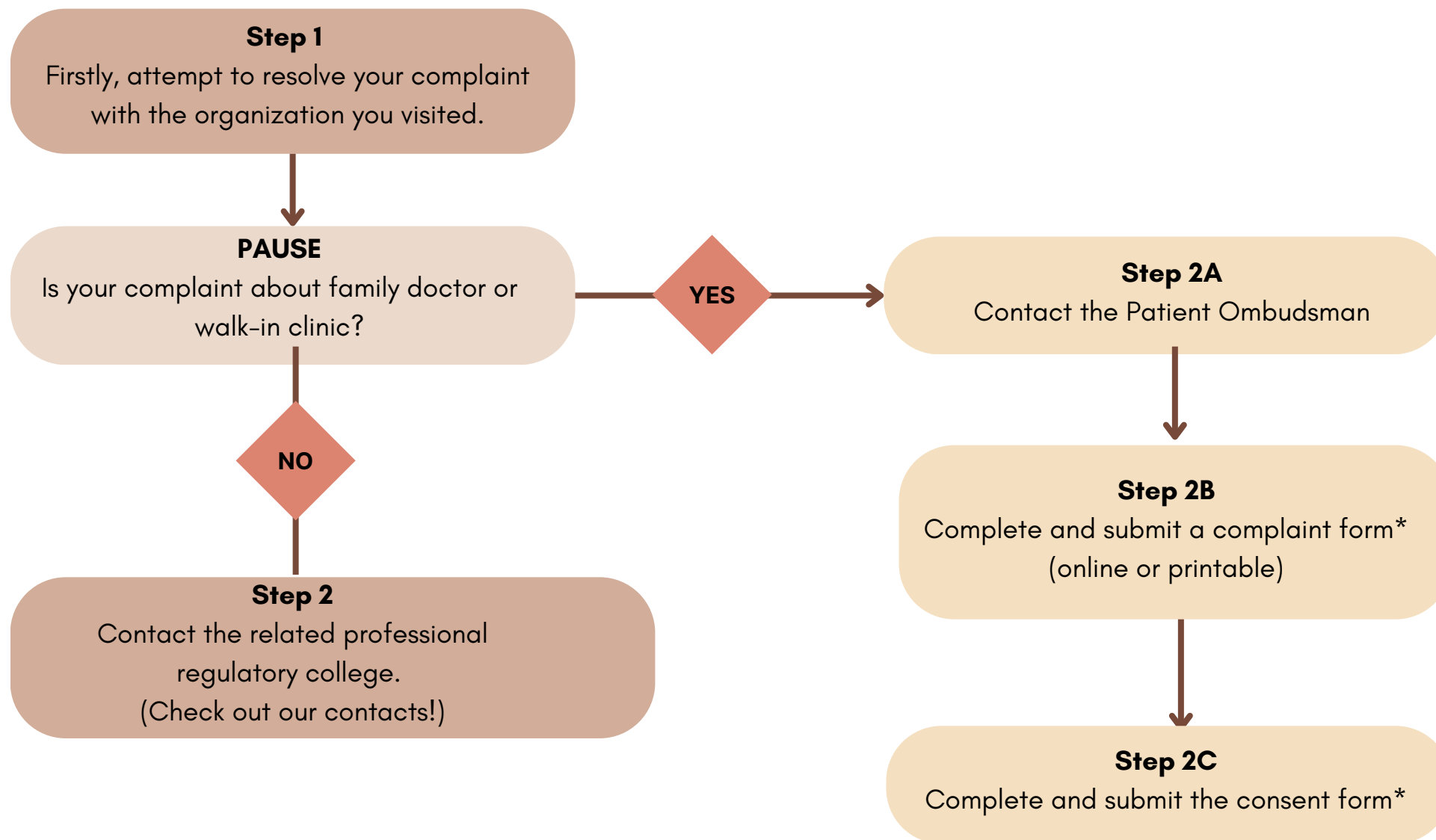


Navigating Healthcare Complaints



*Patient Ombudsman [Online](#) and [Printable](#) Complaint Form | Patient Ombudsman [Consent Form](#)

Complaints Process Resources

Regulated Body	Acronym	Organization Objective	General Phone	General Email	Website
College of Physicians and Surgeons of Ontario	CPSO	To regulate the practice of medicine in Ontario through effective regulation of medical doctors	Toll Free: 1-800-268-7096 ext. 603	feedback@cpso.on.ca	https://www.cpso.on.ca/en/Public/Services/Complaints-and-Concerns
College of Midwives of Ontario	CMO	To protect client safety and regulating midwifery in the public interest by ensuring that midwives meet high standards and acting when risks and identified	416-640-2252 ext. 224 Toll Free: 1-844-640-2252	conduct@cmo.on.ca	https://cmo.on.ca/clients-and-the-public/complaints-and-concerns/
College of Nurses of Ontario	CNO	To protect the public by promoting safe nursing practice by identifying potential sources of harm and addressing them before they can negatively impact the public	Toll Free: 1-800-387-5526	publiccomplaints@cnomail.org	https://www.cno.org/en/protect-public/making-a-complaint-public/
Ontario College of Social Workers and Social Service Workers	OCSWSSW	Protects the public interest by regulating the practice of social work and social service work and promoting ethical and professional practice	416-972-9882 Toll Free: 1-877-828-9380	investigations@ocswssw.org	https://www.ocswssw.org/public/complaints-and-discipline/complaints/



Regulated Body	Acronym	Organization Objective	General Phone	General Email	Website
Patient Ombudsman	-	To facilitate resolutions and investigate complaints involving health sector organizations, without taking sides, and make recommendations to improve experiences for all Ontarians	416-597-0339 Toll Free: 1-888-321-0339		https://www.patientombudsman.ca/Complaints/Make-a-complaint
Accreditation Canada	-	Receives complaints about any accredited health and social services organization	613-738-3800 Toll Free: 1-800-814-7769	comments@accreditation.ca	https://accreditation.ca/contact/
Information and Privacy Commissioner of Ontario	IPC	Complaints regarding collection, misuse, and disclosure of personal information by public institutions, health care providers, children's aid societies and other service providers	416-326-3333 Toll Free: 1-800-387-0073	info@ipc.on.ca	www.ipc.on.ca
Human Rights Tribunal of Ontario	HRTO	Resolving crimes of discrimination and harassment under Ontario Human Rights Code	416-326-1312 Toll Free: 1-866-598-0322	hrtoregistrate@ontario.ca	www.tribunalsontario.ca/hрто
Legislative Assembly of Ontario	OLA	As elected representatives, MPP's may help constituents find services and solutions to solve problems in their riding	416-325-7500	-	https://www.ola.org/en/members/current/contact-information

