



Register a Complaint regarding an Independent Health Facility

This page provides information about how to make a complaint about the services received at an Independent Health Facility. Independent Health Facilities are licensed by the Director of Independent Health Facilities and funded by the Ministry of Health and Long-Term Care (MOHLTC) under the *Independent Health Facilities Act* (IHFA).

Q: How do I know if the facility that I went to is an independent health facility (IHF)?

A: You can find a link to the "[Listing of Independent Health Facilities](#)" document listing the IHFs licensed under the [Independent Health Facilities Act](#) (IHFA) on this webpage.

Q: What if I have a complaint regarding the provision of services by a physician or midwife in an IHF?

A: The IHFA governs facilities licensed and/or funded under the Act.

If your concern is about the services you received from a regulated health professional while in an IHF, you may also wish to contact the College that regulates that health professional.

- For concerns regarding physician services, please contact the [College of Physicians and Surgeons of Ontario](#)
- For concerns regarding midwifery services, please contact the [College of Midwives of Ontario](#)
- For concerns regarding medical radiation technologist services, please contact the [College of Medical Radiation Technologists of Ontario](#)
- Concerns about other health care providers may be addressed by contacting one of the [other health professional regulatory Colleges](#)

Q. How do I submit my complaint about an IHF?

A. If you have a complaint or concern about the services you received at an Independent Health Facility, you may submit your complaint in writing to the Independent Health Facilities Program (IHFP) of the Ministry of Health and Long-Term Care by:

By Fax: 613-548-6734

By Email: IHFP@ontario.ca

Regular mail to: Health Services Branch
Independent Health Facilities Program
1055 Princess Street
P.O. Box 168
Kingston ON K7L 5V1

Q. What information should I include in my complaint?

A. Please include the following information so that the MOHLTC can seek to address your complaint:

- Details regarding the IHF that you attended
 - name of the IHF
 - address of the IHF
- Date on which you attended the IHF
- Services that you had or were scheduled to have
- Your specific concerns from this visit

In addition, you have the option of submitting the following information:

- Your name and contact information (at least one of the following):
 - your mailing address
 - email address
 - telephone number you can be reached at between the hours of 8:30 am and 5:00 pm.

It is your choice whether to include your name and contact information with your complaint. However, if you choose not to provide the MOHLTC with your name and/or contact information, this may limit what action the MOHLTC can take to address your complaint.

Q. What happens after I submit my complaint to the MOHLTC?

A. The MOHLTC will review your complaint and may need to follow-up with you to request further information.

To address your complaint, the MOHLTC may also need to contact:

- The IHF where you received services,
- The College of Physicians and Surgeons of Ontario, which assesses the quality and standards of services provided at IHFs where physician services are provided. (see the [IHF Fact Sheet](#))

- The College of Midwives of Ontario, which assesses the quality and standards of services provided at IHFs where midwifery services are provided.
- If your complaint raises issues regarding the use of x-ray machines or equipment, it may be re-directed to the X-Ray Inspection Service, which is the branch of the MOHLTC that administers the X-Ray Inspection program.

Please be advised that to address your complaint, the MOHLTC may need to use or disclose the details of your complaint, including your name and any personal health information you included in your complaint, to one or more of the organizations listed above.

The MOHLTC uses the strictest security measures to protect the personal health information that it collects, uses and discloses.

Your personal health information will only be used or disclosed so that the MOHLTC can address your complaint, or as specifically authorized under the [Personal Health Information Protection Act, 2004 \(PHIPA\)](#) or the [Independent Health Facilities Act \(IHFA\)](#).

For more information about permitted uses and disclosures under PHIPA, please see the [Ministry's Statement of Information Practices](#).

For more information about the *Independent Health Facilities Act*, a [Fact Sheet](#) is available on this webpage under Program Information.

Q. What happens if my complaint is about a health care provider?

A. Concerns regarding the services provided by a health professional regulated under the *Regulated Health Professions Act, 1991 (RHPA)* should be submitted to the College that regulates that health professional.

If you've submitted a complaint to the MOHLTC but the complaint raises issues regarding the services of a regulated health professional, the MOHLTC may contact you to suggest that you forward your complaint to the [College that regulates that health professional](#).