COMPLAINTS PROCESS

We are committed to ensuring that all patient concerns or complaints are dealt with thoroughly and promptly.

If you have any concerns with the quality of the care that you receive, please talk to a staff member who will pass on your information to our management team.

You may also reach us by email at the clinic's general email address or at comments@gamdi.ca or reach out to us via our website www.gamdi.ca.

All complaints will be investigated, and a member of our management team will provide a response within 10 business days. Any urgent matters which impact patient safety will be dealt with immediately.

If you are not satisfied with the response you receive or do not receive it within the above timeframe, you have the right to take your 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

This information can also be found on our website www.gamdi.ca.