If you have...
Feedback/Concerns/Complaints about Care or Services at this Hospital
...We Want to Help

Anyone has the right to comment, question and/or complain about care and treatment or services at Waypoint. Please use the chart below for information about where to start and who can provide support.

Start here

Talk to the **Staff Person who is responsible**
If not resolved…
Talk to the **Clinical or Department Manager**
If not resolved…
Talk to the **Director**
If not resolved…
Talk to the **Patient Relations Officer** ext. 2999
If not resolved…
Talk to the **Vice President of the hospital division**
If not resolved…
Talk to the **President/CEO of the hospital**

At any time

For Guidance and Support on your rights:
**Patient Advocate Office**
705 549-3181
ext. 2385 or ext. 2389
room **T-208** (Toanche second floor)

For Guidance and Help from **Patient/Client and Family Council**
705 549-3181
ext. 2180
room **AT-1652** in the **Atrium**
(across from the Visitors Complex)
or
room **A-250** in the **Market Square**
(Administration Building)