



**Resident/Representative Feedback Form**

To be completed by the resident, a representative of the resident, or a staff member (on behalf of resident/family).

**What type of feedback are you submitting?** (Please select one):

- Concern
- Complaint
- Recommendation
- Compliment

Resident's Name: \_\_\_\_\_ Veteran (Yes/No): \_\_\_\_\_

Unit: \_\_\_\_\_ Room number: \_\_\_\_\_

Person submitting feedback (if not resident): \_\_\_\_\_

Relationship to resident: \_\_\_\_\_

Phone number: \_\_\_\_\_

**I wish to make the following concern/complaint/recommendation/compliment:**

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Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**\*\* Please forward completed form to supervisory staff or directly to manager/supervisor – see “We are here to help poster” for specific contact names\*\***



Type of feedback	Where to report
Concerns	Manager / Supervisor
Verbal complaints	Manager / Supervisor
Written complaints	Manager / Supervisor
	Perley Rideau Director
	Perley Rideau CEO
	Centralized Intake Assessment Triage Team (CIATT) at the Ministry of Health and Long Term Care (MOHLTC), Performance Improvement and Compliance Branch (PICB) via Fax
	Veterans Affairs (for Veterans only)
Compliments	Manager / Supervisor
Recommendations	Manager / Supervisor
Feedback of any kind related to s. 24 of the <i>Long Term Care Homes Act, 2007</i> (LTCHA): ○ Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.  ○ Abuse of resident by anyone or neglect of a resident by the home or staff that resulted in harm or a risk of harm to the resident.  ○ Unlawful conduct that resulted in harm or a risk of harm to a resident.  ○ Misuse or misappropriation of a resident's money.  ○ Misuse or misappropriation of funding provided to the home under the LTCHA or the Local Health System Integration Act, 2006.	Manager / Supervisor
	Perley Rideau Director and Perley Rideau CEO
	Report to the MOHLTC, PICB which includes a final report once the investigation is complete
	CIATT including a written report documenting the response the home made to the report to complainant.