


Algoma

Nurse Practitioner-Led Clinic

Section: Complaint Policy	Policy Number: HR 2011-13 Complaint Policy
Subject: Complaint Form	Effective Date: September 7, 2011
Approved by: Executive Director	
	<i>March 26th 2023</i>
Executive Director	Date

Complaint Form

1. Contact Information

First Name	Last Name	Preferred Name (Optional)	
Street Number	Street Name	Apt. or Suite #	
City		Province	Postal Code
Telephone		Email (Optional)	
Are you making this complaint on behalf of someone else?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please provide the following information about the patient, former patient, or client. If no, skip to Section 2: Contact Preferences.			
First Name	Last Name	Preferred Name (Optional)	
Street Number	Street Name	Apt. or Suite # (Optional)	
City		Province	Postal Code
Did the patient, former patient or client ask you to make this complaint?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Is that person deceased?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			

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2. Contact Preferences

Please check preferred contact method.

Telephone Regular Mail Email *

* Note: Algoma Nurse Practitioner-Led Clinic cannot guarantee the privacy or security of information shared using email. By selecting this option, you confirm that you understand and accept the risks.

Please check preferred language.

English French Other _____

Please identify any required accommodations.

TTY device Interpreter Other _____

3. Complaint Details

Please describe your complaint. Tell us what happened; who was involved; when and where it happened; when you became aware of the problem; the main issues with which you are concerned. Feel free to continue using additional pages.

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What would you like to happen to resolve your complaint? For example, additional information, change to a policy, etc.

Signature of Complainant	Date Signed

Once you have completed this form, please provide it in person to:

443 Northern Avenue
Sault Ste. Marie, ON
P6B 4J3

If you have any questions, please feel free to call us at 705-942-4717.