

COMPLAINT CONSENT FORM

If you have written to the RHRA, please complete this consent form. Your consent is required for us to proceed with the complaint, as your name will be disclosed when RHRA notifies the home of the complaint.

By checking this box, I am agreeing to the RHRA sharing some or all of the information and documents that it receives from me with a third-party surveying company, Innovative Research Group Inc.

I am also agreeing to the third-party surveying company contacting me by phone for the purpose of providing feedback for improvements to the RHRA's operational processes. I am aware that if I do – or do not – check this box, it will have **no impact whatsoever** on the processing or determination of my complaint.

I agree to participate in the survey: Yes No

I have read and I understand the following:

- I understand the RHRA may share some or all of the information and documents that it receives from me and other parties with the retirement home complained about.
- I agree to the RHRA sharing and providing copies of information and documents it receives from me with the retirement home complained about.
- I understand that the RHRA may not be able to process my complaint without supporting documents.
- I have attached copies of documents that relate to my complaint.

Date Signed

Signature of Complainant

Completed forms may be mailed/faxed or emailed to:

Retirement Homes Regulatory Authority

Attention: Complaints Intake

55 York Street, 5th Suite 700

Toronto, ON M5J 1R7

Fax: 1-855-631-0170

Email: info@rhra.ca