

# DEALING WITH COMPLAINTS



## What the RHRA **CAN DO**

- Address concerns regarding retirement homes which relate to the Act or Regulation
- Educate on your rights and the home's obligations under the Act and attempt to mediate/resolve concerns when appropriate
- Provide referrals to other organizations who can be of assistance if the RHRA does not have the authority to address your issue



## What the RHRA **CANNOT DO**

- Award compensation, damages, or refunds of any kind
- Provide guidance to retirement homes on how prices are set
- Process complaints anonymously without notifying the Retirement Home
- Address concerns about other regulated healthcare professionals and external care providers
- Address concerns about tenancy agreements, eviction notices, or suite related maintenance issues

## Possible Complaint Outcomes



### **After conducting a review of your complaint, the RHRA may:**

- Request information from the home to respond to your concerns
- Conduct an inspection of the home
- Attempt to mediate or resolve the complaint



### **Once the Registrar makes a decision you will receive a written letter explaining what actions were taken and the outcome of those actions. This may include:**

- Take no action
- Provide information or education to the licensee
- Provide the licensee with a written warning
- Take further enforcement action where appropriate