



COMPLAINTS PROCESS

At StL Diagnostic Imaging, we are committed to providing our patients with a high level of service.

The purpose of the complaints process is to create a transparent and fair method of responding to external complaints. We are committed to ensuring that all patient complaints are dealt with thoroughly and promptly.

If you have a complaint concerning the care you received, an experience with StL Diagnostic Imaging or in any relation to the operation of our clinic, please feel free to contact our Management Team by email at info@stlimaging.ca.

All complaints, either written or verbal, will be investigated and a response will be provided to you within 10 business days. If the complaint alleges harm or risk of harm, it will be addressed promptly.

If for some reason you are not happy with the resolution of the complaint, or if you feel we have not dealt with the complaint in a timely fashion, it is your right to bring your complaint to the Patient Ombudsman under the Excellent Care for All Act, 2010.

Patient Ombudsman
Mail: Box 130, 77 Wellesley Street West
Toronto, ON M7A 1N3
Phone: 416-597-0339
Toll Free: 1-888-321-0339
TTY: 416-597-5371
FAX: 416-597-5372
Website: <https://patientombudsman.ca>