



COMPLAINTS PROCESS At Clear Medical Imaging, 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 or regarding the operations of our clinics, please feel free to complete the Patient Feedback form on our Website.

All complaints will be investigated, and a response will be returned to you within 10 business days. If the complaint alleges harm or risk of harm, it will be dealt with immediately.

If for some reason you are not happy with the resolution of the complaint, it is your right to bring your complaint to the Patient Ombudsman under the Excellent Care Act, 2010

Patient Ombudsman

Box 130, 77 Wellesley Street, West

Toronto, ON M7A 1N3 416-597-0339 (1-888-321-0339)

<https://patientombudsman.ca>