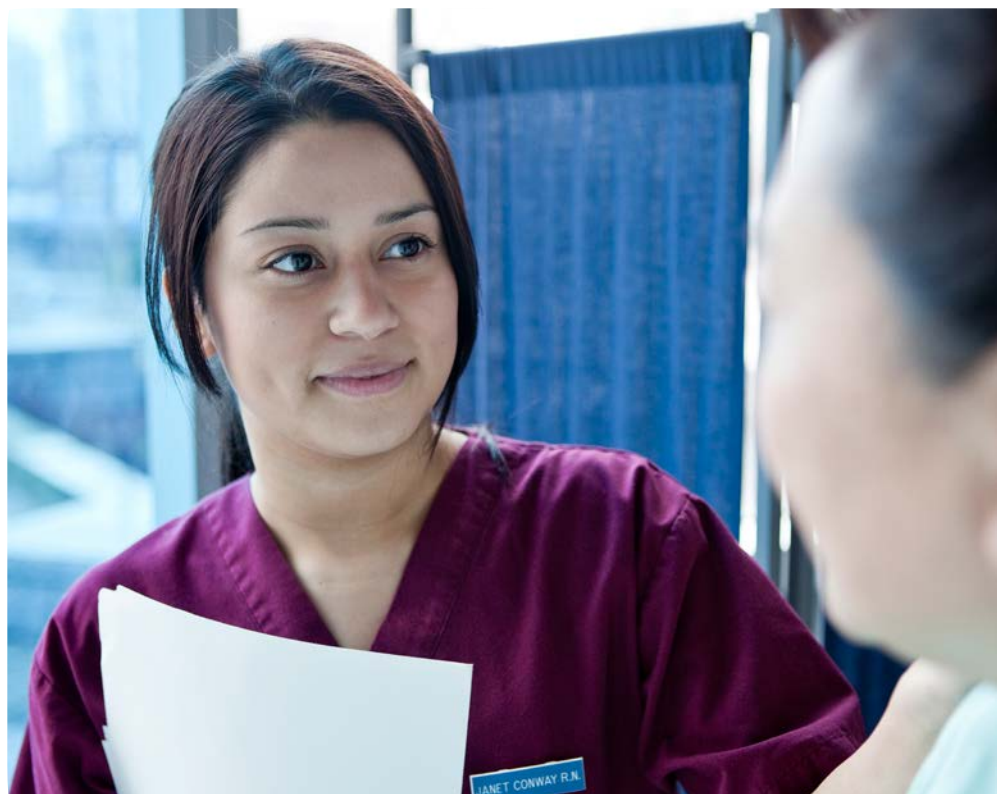


Concerned about quality of care? Let us know.

In BC, there are people to help you resolve your concerns about your health care.

We can listen to your concerns, help you make a formal complaint, and work with you to help resolve it. If you tell us how you feel, we can work together to make health care services even better.



Questions or Concerns?

You can talk about it with the person who cared for you or that person's manager. It is best to talk about concerns at the time and place they happen.

Need to make a complaint?

The Patient Care Quality Office is here to help. For more information or to make a complaint, contact us:



Toll-free: 1 877 977-5797



By fax: 250 370-8137



By mail: Memorial Pavilion, 315 Watson Wing
1952 Bay Street
Victoria, B.C.
V8R 1J8



In person: 8:30 a.m. to 3:30 p.m. Monday to Friday
(except statutory holidays)



By email: patientcarequalityoffice@islandhealth.ca

Website: www.islandhealth.ca

Unhappy with the response?

You can ask the Patient Care Quality Review Board to look into it. They can independently review your complaint and our response, and recommend ways to make health care better.

For more information, please visit www.PatientCareQualityReviewBoard.ca or call 1 866 952-2448.



Patient Care Quality
Review Boards