



# We are Committed to Continuous Quality Improvement. Your Feedback is Important to us.

1.



**A. Fill out a feedback card or complaint reporting form (available at reception counter)**

**B. Office Manager**



416-502-2029



info.fht@carefirstontario.ca



416-502-8710



www.carefirstontario.ca

2.



We will engage the service providers/parties involved to understand, discuss and resolve the identified issue in accordance to our organization policy in a timely manner .

3.



All written feedback is documented and reported to our Service Quality and Safety Committee



Compliments are welcome too! Please share your positive experience with our staff members, services teams, and provide us feedback on our service delivery.