

## **YOU HAVE COMPLAINTS OR CONCERNS ABOUT YOUR SERVICES...**

The hospital ombudsmen, Ginette Dallaire-Longval and Huguette Caron, are designated neutral persons who provide confidential and informal assistance in resolving hospital conflicts. They are the defender or representatives of our patients. The hospital ombudsmen investigate complaints, report findings and help mediate fair settlements, especially between an individual or a group of individuals and the hospital.

### The hospital ombudsmen will:

- listen to complaints;
- receive patients' comments during the round;
- answer questions;
- explain policies and procedures and recommend changes if needed;
- explore solutions; and
- inform administration of significant trends.

To reach Notre-Dame Hospital's ombudsmen, please call 705-362-7153.