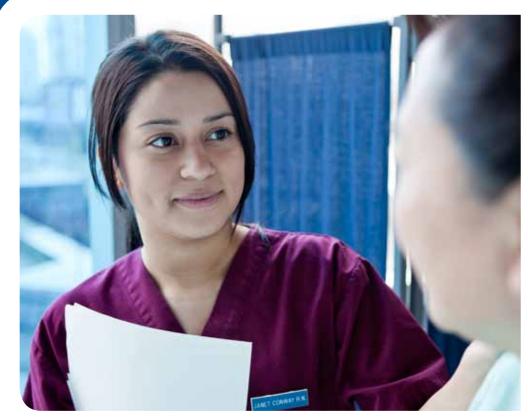
Concerned about quality of care? Let us know.

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: 1 877 880-8823

By fax: 604 463-1888



By mail: 11762 Laity Street

4th floor

Maple Ridge, B.C.

V2X 5A3



In person: 8:30 a.m. to 4:30 p.m. Monday to Friday

(except statutory holidays)



By email: pcqoffice@fraserhealth.ca

Website: www.fraserhealth.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.



