

# 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](mailto:pcqoffice@fraserhealth.ca)
- Website:** [www.fraserhealth.ca](http://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](http://www.PatientCareQualityReviewBoard.ca) or call 1 866 952-2448.