

**Queensway X-Ray & Ultrasound Clinic**

21 Queensway West, Suite 107

Mississauga, ON L5B1B6

Ph: 905-897-6970 | [info@xray365.ca](mailto:info@xray365.ca) | [www.xray365.ca](http://www.xray365.ca)**PATIENT COMPLAINTS PROCESS**

At Queensway X-ray & Ultrasound Clinic, we are committed to ensuring that all patient complaints are addressed thoroughly and promptly. If you have concerns about the care you received or the operation of our clinics, please complete the Patient Complaint Form. We will investigate every complaint, and you can expect a response within 10 business days. If a complaint suggests harm or a risk of harm, it will be addressed immediately.

If you are not satisfied with the outcome of your complaint, you have the right to escalate it to the Patient Ombudsman under the Excellent Care Act, 2010:

Patient Ombudsman  
Box 130, 77 Wellesley Street West  
Toronto, ON M7A 1N3  
416-597-0339 | 1-888-321-0339