



Complaints Process

At Imagus Inc., we strive to provide excellent services to our community. However, we understand that there may be instances where individuals have concerns or complaints regarding our services. We value your feedback and take every complaint seriously.

To ensure a fair and efficient resolution process, we have established the following complaints process:

1. Submission of complaint, directly to our management team:

Individuals who wish to file a complaint related to our services can do so by submitting a written complaint via email or postal mail. The complaint should include the following information:

- Name and contact details of the complainant and/or the patient for whom the complaint is made
- If the complainant is not the patient or guardian of the patient, a signed consent will be required
- Date and time of the incident
- Detailed description of the complaint, including specific concerns or issues related to the service
- Any supporting evidence or documentation, if applicable

Complaints can be directed by email or post to the management team:

Email: manager@imagusinc.com

Post: Imagus Inc.
G2-25 Charlton Avenue East
Hamilton, ON
L8N 1Y2

Attention: General Manager

2. Acknowledgment:

Upon receiving a complaint, Imagus Inc. will acknowledge the receipt within five business days. The acknowledgment will include the name and contact information of the person responsible for handling the complaint.

3. Investigation:

Imagus will initiate an investigation into the complaint promptly. The investigation may involve reviewing the services provided, consulting with staff members, and/or seeking additional information from the complainant if necessary. The investigation will be conducted in a fair and unbiased manner.

4. Resolution:

Once the investigation is complete, Imagus will provide a written response to the complaint within 30 business days. The response will include the findings of the investigation, any actions taken or to be taken as a result of the complaint, and if applicable, any recommendations for improvement. In cases where additional time is required to address the complaint, Imagus will inform the complainant of the expected timeline for resolution.

5. Appeal:

If the complainant is not satisfied with the response provided by Imagus Inc, they have the right to appeal the decision. The appeal must be submitted in writing within 14 days of receiving the response. The appeal should clearly outline the reasons for disagreement and any additional information or evidence supporting the appeal.

6. Review of Appeal:

An independent review panel will be established to review the appeal. The panel will consist of individuals who were not involved in the initial investigation or response to the complaint. The panel will conduct a thorough review of the appeal and provide a written decision within 30 business days.

7. Final Decision:

The decision made by the independent review panel will be considered final and binding. Imagus Inc. will communicate the decision to the complainant within five business days of receiving the panel's decision.

We are committed to continuously improving our services and appreciate your feedback. Your complaints will be handled with the utmost care and attention, ensuring transparency and accountability in the resolution process.

Depending on the nature of the complaint, you may wish to submit your complaint to Imagus Inc., the Ontario Patient Ombudsman, The Information and Privacy Commissioner of Ontario, or a Regulatory College.

If the complaint cannot be resolved with Imagus Inc, or if unsatisfied with the outcome, make a complaint to the Ontario Patient Ombudsman. Complaints can be made through:

Online webform: [Ontario Patient Ombudsman - Make a Complaint](#)

Mail: Patient Ombudsman, Box 130, 77 Wellesley Street West, Toronto, ON M7A 1N3

Phone: 416-597-0339 (in Toronto) or Toll-free: 1-888-321-0339

If you think that your personal information has been improperly collected, used, or disclosed by our centre, you have the right to file a complaint with the Information and Privacy Commissioner of Ontario:

<https://www.ipc.on.ca/privacy-individuals/filing-a-privacy-complaint/>

Submitting complaints to a healthcare professional regulatory body:

-College of Medical Radiation and Imaging Technologists of Ontario:

professionalconduct@cmrito.org

416-975-4353 (in Toronto)

Or 1-800-563-5847

-College of Physicians and Surgeons of Ontario:

File a complaint or feedback@cpso.on.ca