

What can I do if I am not happy with Arthritis Rehabilitation and Education (AREP) services or decisions? What kinds of things can I complain about to AREP?

You have the right to make a complaint to AREP if:

- ▼ AREP refuses some or all of the services you applied for;
- ▼ you have been getting services but they are changed, cut back, or stopped;
- ▼ you need more service than you have been given;
- ▼ you are unhappy about the quality of services you are getting; or
- ▼ your rights under the AREP Client Bill of Rights have not been respected

What can happen to me if I complain?

The AREP Client Bill of Rights says that you have the right to raise concerns or recommend changes.

No one is allowed to take any action against you because you complain about AREP. This is true whether you make your complaint to the police, AREP or anyone else.

No one is allowed to punish you, refuse to give you services, or take away services because you complain about not getting enough services or about how you are treated.

How do I complain if I am unhappy with an AREP decision or service?

If you want to make a complaint, please follow these 3 steps:

Step 1: Contact your AREP clinician

You can obtain contact information by calling 1.800.321.1433.

Ask for a copy of AREP's Complaints and Appeals process. The law says that AREP must have a complaint process. If you are not yet getting services and you want to make a complaint, you should ask for a copy of the complaint process.

If you are complaining about an AREP decision, also ask for a written explanation of the reasons for a decision.



Step 2: Follow AREP's complaint process

It is best to make your complaint to AREP in writing, so that you have a record of your concerns and of the date you made the complaint.

To help you make your complaint, you may want to get a copy of the records that AREP keeps about you. The law says you have a right to a copy, but you may have to pay AREP for it. If AREP refuses to give you a copy, or you think they are charging too much for it, obtain legal advice.

What happens during a complaint process?

The process has the following steps:

- ▼ Your clinician reconsiders their decision.
- ▼ If this does not resolve your complaint, the clinician's supervisor reviews the decision.
- ▼ If your complaint is still not resolved, it goes to the Vice President, AREP & Innovation whose job it is to provide a final disposition on complaints.

How long will it take for AREP to give me a decision?

The law says that AREP must make a decision and give it to you in writing within 60 days from the date that you made your complaint.

What kind of decision can AREP make?

AREP might stay with their original decision, cancel it, or make a different decision.

Step 3: Appeal to the Health Services Appeal and Review Board (HSARB)

Do I always have a legal right to appeal to the HSARB?

Two kinds of complaints cannot be appealed to the HSARB. These are:

- ▼ complaints about the quality of service you receive, and
- ▼ complaints that your rights under the Bill of Rights were not respected.

For all other complaints, you have a legal right to appeal to the HSARB. For example, if AREP will not give you the amount or type of service you need, or if your services are changed, cut back, or stopped, you can appeal to the HSARB.





When can I appeal to the HSARB?

You can start your appeal after you have followed AREP's complaint process and:

- ▼ you are still not happy with the decision; or
- ▼ you have not received a written decision from AREP and it is more than 60 days since you made your complaint.

How do I start an HSARB appeal?

You must write to the HSARB and ask for a hearing.

Health Services Appeal and Review Board

Mailing Address: 151 Bloor Street West, 9th Floor
Toronto, Ontario M5S 1S4 Canada

Telephone: 416.327.8512
1.866.282.2179 FREE (Toll-Free)

Fax: 416.327.8524

E-mail: hsarb@ontario.ca

The HSARB will tell you how to do this and they will send you a copy of the Rules that apply to the appeal process. You can call the HSARB at **1.866.282.2179**, **416.327.8512**, or **1.877.301.0889** (TTY), or visit www.hsarb.on.ca.

You can still settle your complaint even after you start an appeal. If you do, you do not have to have a hearing.

What kind of decision can the HSARB make?

In their decision, the HSARB might:

- ▼ agree with AREP;
- ▼ order AREP to make a new decision based on HSARB directions; or
- ▼ replace the AREP decision with a different one.

What if I do not agree with the HSARB decision?

You have 10 days to ask the HSARB to review their decision. The [HSARB Rules](#) tell you how to make this request. There is also a chance that you could challenge the decision in court. Get legal advice if you think you might want to do this.





What can I do about poor quality of service or violations of the Bill of Rights?

The law says that you have the right to make a complaint about poor quality of service or violations of the Bill of Rights. For example, you might make a complaint if the AREP clinician:

- ▼ does not give you proper care; or
- ▼ does not respect your dignity and privacy.

To make a complaint, you can do one or more of the following:

- ▼ Complain directly to AREP as per the above process.
- ▼ Complain to Patient Ombudsman at **1.888.321.0339** or visit **www.patientombudsman.ca**

You cannot appeal a decision about these kinds of complaints to the [HSARB](#).