

## How to Report Concern or Complaint about Long-term Care Home

### Report your concern directly to the home

Administrator Helen Jung 416-979-7027 ext 222

Email: [administrator@arirang.ca](mailto:administrator@arirang.ca)

### When unresolved, contact the LTC Ministry via phone or by mail:

1. **Ministry Complaint #: toll-free [1-866-434-0144](tel:1-866-434-0144)**
2. **Send a written letter, by mail, to:**

Director  
Long-Term Care Inspections Branch  
Long-Term Care Operations Division  
119 King St. W, 11<sup>th</sup> Floor  
Hamilton ON L8P 4Y7