



Ageing and Disability Services

Residential Care Homes and Nursing Homes Complaint Form

Accommodations (care homes) that provide room, board and personal care services to seniors or persons with disabilities must be: 1. Registered with the Ministry of Health & Seniors (unless exempted); and 2. Compliant with the Residential Care Home and Nursing Home Act 1999 and Regulations 2001. Care homes include: rest homes, nursing homes and assisted living facilities.

Part A: Person Making the Complaint

Name: _____

Address: _____

Telephone: _____

(w)

(h)

Email : _____

Part B: Type of Complaint

Name of Care Home: _____

Date of Incident(s): _____

General – for example: structure, food, overall care quality in care home

Specific - care provided to a specific resident

Name of Resident: _____

Part C: Summary of Complaint – provide as much detail as possible including any communication directly with the care home.

Submit this form to: ads@gov.bm; Fax: 292-9125; or
Hand deliver to: ADS, Ministry of Health and Seniors, 25 Church St Hamilton.

For ADS use only:

Date received by Intake:	Signature:
Date Received by Coordinator:	Signature:
<input type="checkbox"/> Reporter received email from Coordinator acknowledging receipt	Date:
Area of complaint:	
Complaint within remit <input type="checkbox"/> Yes <input type="checkbox"/> No (state why): _____	
Risk Level : <input type="checkbox"/> High (immediate jeopardy) <input type="checkbox"/> High (non-immediate jeopardy) <input type="checkbox"/> Moderate <input type="checkbox"/> Low	
Actions taken (what, when and by whom):	