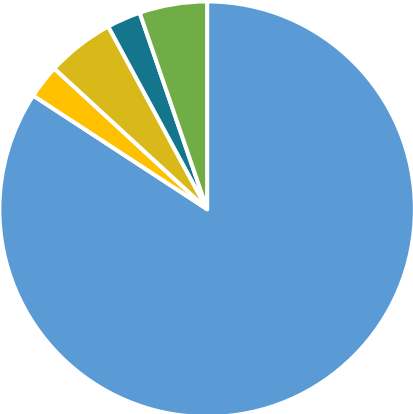


Concern/Complaint

Status

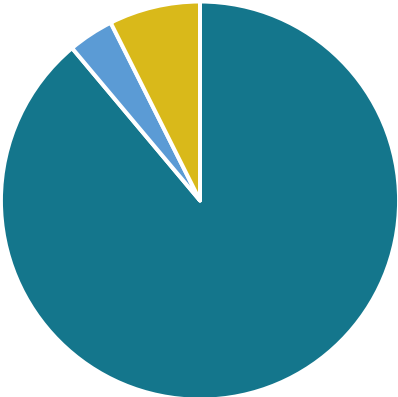
Number

Open Concerns/Complaints	
Assessment* (concern)	32
Complaint Notification	0
Awaiting Informal Resolution	0
Investigation	2
Expert Reports	1
Awaiting Hearing	2
Agreement and Undertaking	0
Incapacity Assessment	0
CRC Review Request	1
Appeal Hearing (to Council)	0
Appeal to Court	0
Alternative Complaint Resolution	0
Total Open Concerns/Complaints	38



*File not opened

Closed Concerns/Complaints	
Dismissed	2
Agreement and Undertaking	0
Informal Resolution/Complaint Withdrawn	24
Dismissed (awaiting review)	1
Alternative Complaint Resolution	0
CRC Review	0
Appeal hearing (to Council)	0
Appeal to Court	0
Hearing	0
Total Closed Concerns/Complaints	27



Theme on Closed Concerns/Complaints	
Fit and Function	12
Fit and function and patient care	2
Fit and function, aesthetics	1
Billing	0
Refund/waive fees	8
Other (discrimination/customer service, advertising)	4
Total	27

