

Complaint Form Instructions

Death Investigation Oversight Council, 25 Grosvenor St, 15th Floor, Toronto, Ontario M7A 1Y6 **Website:** <https://www.dioc.gov.on.ca> **E-mail:** dioc@ontario.ca

Phone: (416) 212-8443 or 1-855-240-3414

TTY: (416)-212-9080 or 1-844-803-8080

This is a guide on how to fill out the DIOC Complaint Form. The Complaint Form is only to be used when filing a complaint about a coroner, pathologist, or a person, other than a coroner or pathologist, with powers or duties under the Coroners Act.

Individuals have four options when completing the complaint form:

- 1) Print the form from Adobe's toolbar, write in the fields, and mail it to the Death Investigation Oversight Council.
- 2) Print the form from Adobe's toolbar, write in the fields, scan the form, and then e-mail the scanned file to dioc@ontario.ca
- 3) Fill in the PDF version on your computer, save it to your computer, then e-mail the form to dioc@ontario.ca.
- 4) Fill in the PDF version on your computer, print the form using the print button on the bottom of the page and then either scan and e-mail the form or mail it to the Death Investigation Oversight Council.

Notes:

- Any field marked with an asterisk * is mandatory. These must be filled out for the Complaints Committee to consider your complaint. The Print Form button will not print the form unless all mandatory fields are completed.
- Various fields throughout the form are drop down menus.
 - If you are filling in the PDF, click the field and select the option that best addresses your concern.
 - If you are completing the form by hand, these fields will be blank when printed.

Step by Step Instructions for DIOC Complaint Form

Part 1: Instructions

Read the instructions at the top of the complaint form.

Part 2: Complainant Details

Step 1: In the allotted fields, fill in your personal and contact information.

Step 2: Specify your preferred method of contact, if you prefer e-mail, then the e-mail field must be filled out.

Part 3: Deceased Information

Step 1: Specify your relationship to the deceased. You must select one of the options provided if using the PDF form.

Step 2: In the allotted fields, fill in the personal information of the deceased.

Step 3: Specify the date of birth, date of death and documented manner of death of the deceased.

Step 4: If you have any other details you wish to provide, please use the provided space.

Part 4: Office of the Chief Coroner (OCC) / Ontario Forensic Pathology Service (OFPS) Details

Step 1: If possible, specify the case number provided by the OCC/OFPS.

Step 2: If possible, identify the Regional OCC/OFPS office you have concerns about.

Step 3: If possible, identify the subject(s) of your concerns and their job title.

Step 4: If you have any other details you wish to provide, please do so in the provided space.

Part 5: Other Subject(s) Details

Step 1: If there is any other person(s) that you wish to make a complaint about under the Coroner’s Act, specify in the provided subject fields, including their job titles.

Part 6: Complaint Filed with OCC/OFPS or other organizations

Step 1: Indicate whether you have previously filed your complaint with the Chief Coroner or Chief Forensic Pathologist.

Step 2: If yes, indicate the status of the complaint, whether the OCC/OFPS has closed their file, or a review is pending.

Step 3: Specify when the complaint was filed, and the OCC/OFPS response date (if any) as well as who addressed your concerns.

Step 4: Specify if you have filed a complaint with another organization, the status of that complaint, and who addressed your concerns.

Part 7: Complaint Details

Step 1: Describe in detail what concerns you wish to have addressed. If additional space is required, you may attach additional pages to the form.

Step 2: List in point form the questions and/ or concerns you want the Complaints Committee to address.

Step 3: Specify whether we can expect additional information from you. For example, documentation such as death certificates, audio recordings, and hospital records can be provided to support your complaint.

Part 8: Desired Result

Step 1: Specify the desired result you would like to achieve by submitting your concerns. Please note, DIOC is an advisory body, with the mandate of improving the death investigation system. We cannot assess or review medical conclusions or opinions, and we do not award financial compensation.

Part 9: Representation

Step 1: Indicate whether you have obtained representation to act on your behalf regarding your concerns.

Step 2: If so, please provide your representatives contact information.

Step 3: Your representative must indicate whether they have written consent to act on your behalf. Please note, if yes, DIOC will communicate directly with your representative.

Part 10: Declaration / Authorization

Step 1: Read the declaration and provide your signature and signed date. If filling in the form electronically, typing in your name in the Name field is sufficient as a signature.

Final Step:

- Mail the form and any supporting documentation to DIOC’s office.
Or
- Save a copy of the complaint form and e-mail the form along with any supporting documentation to DIOC’s e-mail address.

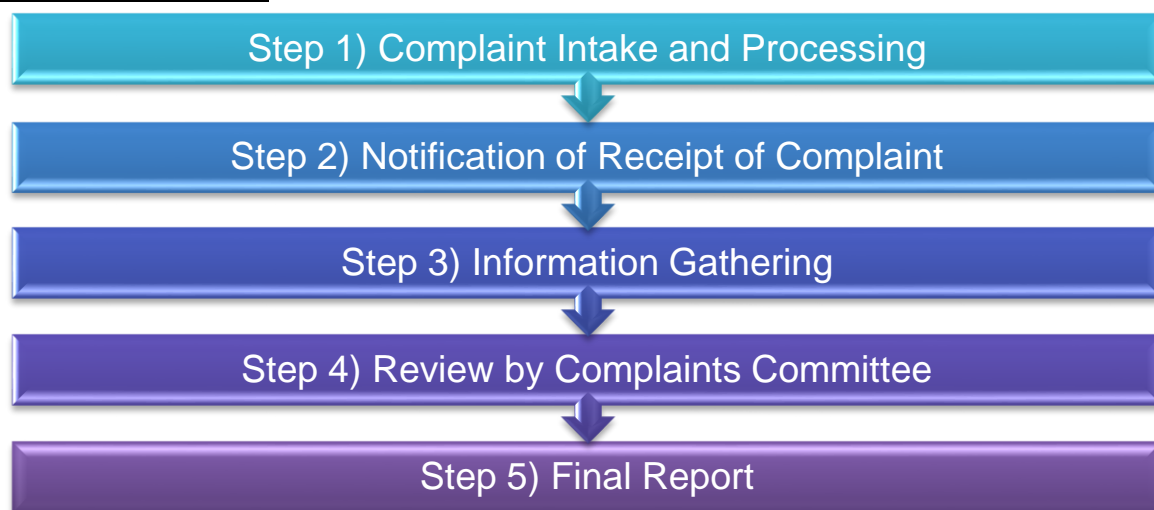
Checklist

Have you completed the following?

<input type="checkbox"/>	Provided your contact information.
<input type="checkbox"/>	Provided personal information of the deceased.
<input type="checkbox"/>	Identified the OCC/OFPS reference # and who is the subject of your concerns.

<input type="checkbox"/>	Indicated if your concerns were addressed by OCC/OFPS or any other organizations.
<input type="checkbox"/>	Described your concerns in as much detail as possible and identified what you would like to achieve as a result of this complaint.
<input type="checkbox"/>	Included any supporting documentation for your complaint.
<input type="checkbox"/>	Provided your representatives contact information (if any).
<input type="checkbox"/>	Signed and dated the declaration / authorization.

Complaint Process:



Step 1: Complaint Intake and Processing

The DIOC Secretariat receives a complaint by telephone, email or letter mail and assesses whether additional information is required from the complainant in order to determine next steps. Complaints about a coroner or forensic pathologist are first referred to the Chief Coroner and/or the Chief Forensic Pathologist for their review. If the complainant is not satisfied with the response from either Chief, they can request that DIOC's Complaints Committee review the complaint. DIOC's Complaints Committee will consider the complaint directly if it is about the Chief Coroner or the Chief Forensic Pathologist.

Step 2: Notification of Receipt of Complaint

The DIOC Secretariat acknowledges receipt of the complaint and informs the complainant of the mandate of DIOC's Complaints Committee's and the next steps in the complaint process (e.g. if the complaint is being referred or being reviewed by the Committee). Where it is clear that the complaint does not fall within the Complaints Committee's mandate, DIOC will endeavor to assist a complainant as they navigate the system and will try to provide other avenues or resources to assist with outstanding concerns.

Step 3: Information Gathering

If the complaint falls within DIOC's mandate, the DIOC Secretariat will gather any relevant information / documents from the complainant and the OCC/OFPS. This may require a face-to-face meeting and telephone calls between the complainant and the DIOC Secretariat. Meeting and speaking with complainants is important as it not only allows the Secretariat to gather additional information, but helps to better understand the information being provided.

Step 4: Review by Complaints Committee

Upon receipt of the complaint package from the DIOC Secretariat, two or three members of the Complaints Committee review the complaint. During their review, the members of the Complaints Committee will consider potential recommendations that could be made to improve Ontario's death investigation system while also addressing the specific issues brought forth by the complainant.

Step 5: Final Report

Upon completing their review, the Complaints Committee members will prepare a reporting letter, which details their findings. This report could include recommendations to the OCC/OFPS and may also indicate why certain allegations cannot be addressed by the Complaints Committee (e.g. relating to the calling of an inquest). The report is sent to the complainant and the OCC/OFPS who are given specific timelines for response.