

# Making a Complaint Under our Privacy Policy

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1390 Taylor Avenue, Winnipeg, Manitoba, R3M 3V8  
Phone: 204-488-8023 / Fax: 204-488-4819

This handout provides you with information for making a complaint regarding the collection, use, or disclosure of your personal health information or your personal information by the Reh-Fit Centre under its Privacy Policy.

1. Review our Privacy Policy.
2. If you have a concern about the Reh-Fit Centre's compliance with our Privacy Policy with respect to your personal health information or personal information, please contact our Privacy Officer at 204-488-5858 or at [reh-fit@reh-fit.com](mailto:reh-fit@reh-fit.com).

You do not need to provide your complaint on a specific form, however, we do require that all complaints be in writing.

3. You will be sent a formal acknowledgement that your complaint has been received and that it will be investigated.
4. Once our investigation into your complaint is concluded, you will be provided with a summary of the outcomes. If a complaint is found to be justified, we will take appropriate measures to resolve the complaint.
5. If you are not satisfied with our investigation of or the outcome of your complaint, you may make a complaint to the Manitoba Ombudsman (with respect to the collection, use, or disclosure of your personal health information under *The Personal Health Information Act*) or the Office of the Privacy Commissioner of Canada (with respect to the collection, use, or disclosure of your other personal information under *The Personal Information Protection and Electronic Documents Act*). Contact information for both organizations is below:

**Manitoba Ombudsman** (for complaints regarding your personal health information):

750 – 500 Portage Avenue  
Winnipeg, Manitoba R3C 3X1  
Phone: 204-982-9130 or toll-free at 1-800-665-0531  
Fax: 204-942-7803

**Office of the Privacy Commissioner of Canada** (for complaints regarding your personal information other than your personal health information):

30 Victoria Street  
Gatineau, Quebec K1A 1H3  
Phone: 1-800-282-1376