**Letter #1**

**Letter of complaint**

July 7, 2021

Shahd Khudher

3065 McDowell Dr.

Mississauga, ON L5M 6J6

Dear Clinic Manager,

The reputation of the doctor, quality of service and commitment to professionalism the clinic holds, convinced me to choose it as the primary care provider for my pregnancy follow ups. My first visit went fine, I arrived on time, filled all the required documents and was happy to provide all the needed records that are needed for the health history. Although I had to wait for forty-five minutes past the appointment time, I was pleased with the treatment and overall experience. However, it is the incident happened a week later after the appointment that disappointed me. The lack of follow up for the test performed on the initial visit, the medical records were mislocated and the rudeness of the person who handled the phone call, was beyond the high expectations I had. Loosing patient’s records and misplacing medical information is reckless, it could endanger lives and compromise professionalism. The person on the phone refused to provide any help and suggested that we might’ve called the wrong number, completely ignored my request to investigate further and when finally identified the mistake, she went on talking to her colleagues with very bad manners about my frustration, while I could hear the conversation. I remained calm and calculated, being a clinician myself and knowing the rules, I politely requested my records to be transferred. This was met by total refusal and no apology at all. As a reparation, I am requesting 50% of the charges to be refunded and all my records to be transferred please, as I have no trust in continuing care at the clinic specially after the unmannerliness treatment I received.

Please feel free to contact me at my email: [shahdhiam@hotmail.com](mailto:shahdhiam@hotmail.com) if you have further inquiries.

Sincerely,

Shahd Khudher

**Letter #2**

**Response letter**

July 7, 2021

Nicolita Francis

Gynecology Clinic Manager at Trillium Health Center

100 Queensway W

Mississauga, ON L5B 1B8

Dear Mrs. Khudher,

Thank you for choosing our clinic to be your primary care provider, this is a happy time and an important stage of what’s coming ahead. At our clinic, we thrive to provide a stellar care standard and maintain professionalism as well as patient satisfaction. I would like to extend my apology for the incident you’ve experienced.

Unfortunately, we won’t be able to issue any refund for the services provided, we can only do so on the day of service. However, I will personally facilitate the transfer of your records. As an apology, we would like to send you a discount voucher to Toys R Us and wish you a smooth pregnancy and delivery.

Please accept our sincere apology again, we highly value our patients and continue to improve on our service. Please don’t hesitate to contact me shall you have any concerns.

Respectfully,

Nicoletta Francis