

Complaints and Concerns

Overview

C.M.H.A. H.K.P.R. recognizes that people may want to express complaints or concerns about our services. This brochure explains the steps you take and the steps we take to resolve complaints or concerns.

Compliments and Gifts

Positive feedback is welcome too. When something good happens, speak to the staff member in person or send them something in writing. Sometimes people want to give gifts. We appreciate your generosity but unfortunately staff cannot accept gifts. The greatest gift you can give is to write your thoughts down and give it to the person.

Contact Us

Peterborough Programs & Services

466 George Street North
Peterborough, Ontario, K9H 3R7
Phone: (705) 748-6711
Fax: (705) 748-2577

Kawartha Lakes Programs & Services

33 Lindsay Street South, 2nd Floor
Lindsay, Ontario, K9V 2L9
Phone: (705) 328-2704
Fax: (705) 328-2456

Administrative Office

(Ontario Telemedicine/Early Psychosis Intervention)
415 Water Street
Peterborough, Ontario, K9H 3L9
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Canadian Mental Health Association

Haliburton, Kawartha, Pine Ridge
Mental health for all

Serving the counties of Peterborough, Northumberland, Haliburton, City of Kawartha Lakes and the Township of Brock



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Complaints and Concerns

The Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge recognizes the right of clients and other interested parties to express complaints or concerns and to make inquiries about our services. We are committed to ensuring we address your feedback in a timely and respectful manner. We appreciate constructive feedback.

We want to hear from you whether or not you are a client receiving services from us. This brochure is to outline the steps you can take and the steps we take to resolve concerns.

Steps You Take

Step 1:

Talk to the most appropriate person to resolve your concern. Please feel free to ask any staff member who that is if you are not sure.

If not resolved...

Step 2:

Ask for a complaint and concerns form from reception or any staff member and complete it. This goes to the program supervisor who will respond within 5 business days.

If not resolved...

Step 3:

You will have an opportunity to speak to the Director of Programs and Services to review all of the information (A written response may take up to 20 business days.)

If not resolved...

Step 4:

Ask that the Chief Executive Officer refer your matter to the Board of Directors. Their decision will be final.

Steps We Take

Step 1:

We will encourage you to talk to the person directly.

What if there are still unresolved issues?

Step 2:

Any staff member can be asked to provide you with a Complaint and Concerns Form and we will support you to complete it if necessary. We will give the form to the appropriate supervisor or designate who will respond within five business days.

What if there are still unresolved issues?

Step 3:

The Director of Programs and Services or designate will review all information that has been gathered. We may request a meeting with all parties involved to try to resolve the matter. A response to the complaint or concern will be given within 20 business days.

What if there are still unresolved issues?

Step 4:

We will take your written concern to the Chief Executive Officer who will refer it to the Board of Directors. They will review it at their next available meeting. We will communicate the decision from the Board which will be final and binding.