

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 process we follow to resolve complaints or concerns.

Compliments and Gifts

Positive feedback is welcome too. When something good happens, speak to your worker in person or send them something in writing. Sometimes people want to give gifts to workers who have helped them. We appreciate your generosity, but unfortunately workers cannot accept gifts. The greatest gift you can give is to express your appreciation in writing and give it to the worker.

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
Phone: (705) 748-6687
Fax: (705) 748-4078

Email: info@cmhahkpr.ca

www.cmhahkpr.ca



Canadian Mental Health Association

Haliburton, Kawartha, Pine Ridge
Mental health for all

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



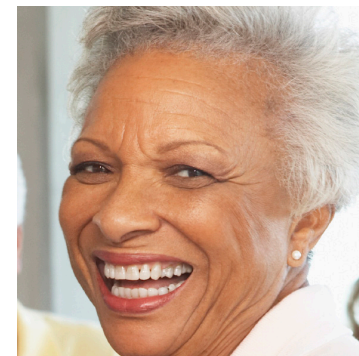
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The Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge (C.M.H.A. H.K.P.R.) recognizes the right of clients and others to express complaints or concerns and to ask about our services. We are committed to addressing your feedback in a timely, respectful manner and appreciate constructive feedback.

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

You can submit a complaint or concern on our website, over the phone, or fill out a complaints form at any of our locations. You can also read our whole Complaints and Concerns policy on the website, and if you prefer you can ask a worker to print a hard copy for you.

We know it can be difficult to express complaints or concerns, but we value your feedback. Please note, your services are never at risk if you make a complaint or express a concern to us.

Steps You Take

Step 1:

Where possible, it is best to talk to your worker directly about your complaint or concern.

If you don't feel you can speak to your worker, or if not resolved...

Step 2:

Visit our website, or ask for a complaint and concerns form from any C.M.H.A. H.K.P.R. worker. Any of our workers can help you fill out the form. This goes to the 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. They will respond in writing within 20 business days.

If not resolved...

Step 4:

You can ask that the Chief Executive Officer refer your matter to the Board of Directors. They will give you a written response.

Steps We Take

Step 1:

We will encourage you to talk to the person involved directly, if possible. That person will try to resolve the complaint or concern with you.

What if there are still unresolved issues?

Step 2:

Any worker can be asked to provide you with a Complaint and Concerns Form and we will support you to complete it if necessary. They can also direct you to the form on the website. We will give the form to the appropriate supervisor, who will respond within five business days.

What if there are still unresolved issues?

Step 3:

The Director of Programs and Services will review all information about your complaint or concern. We may ask for a meeting with everyone involved to try to resolve the matter. We will give you a written response to the complaint or concern 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 response from the Board of Directors in writing.