

Please Provide Your Feedback

Overview

C.M.H.A. H.K.P.R. recognizes that people may want to provide feedback about our services. This brochure explains the steps you take and the process we follow to address any feedback.

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



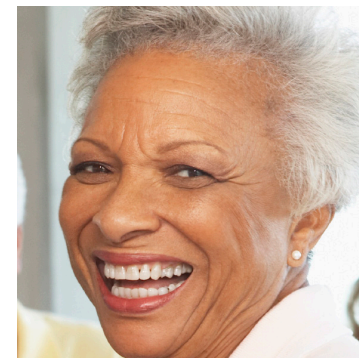
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ACCREDITATION CANADA
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Driving Quality Health Services



Please Provide Your Feedback

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 provide feedback 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 address feedback.

You can provide feedback on our website, over the phone, or fill out a 'Please Provide Your Feedback' form at any of our locations. You can also read our whole feedback 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 feedback, 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 feedback.

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

Step 2:

Visit our website, or ask for a 'Please Provide Your Feedback' 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 worker and or program manager 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 address the feedback with you and resolve any concerns.

What if there are still unresolved issues?

Step 2:

Any worker can be asked to provide you with a 'Please Provide Your Feedback' 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 feedback. We may ask for a meeting with everyone involved to try to resolve the matter. We will give you a written response to the feedback within 20 business days.

What if there are still unresolved issues?

Step 4:

We will take your written feedback 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.