

# We Want To Hear From You!

## At CMHA Toronto client care is our top priority.

We are committed to providing you, our clients, with the highest quality services and supports so that you can:

- Live in the community, in clean, safe, affordable accommodation
- Work in the community, in paid employment or volunteer activities
- Belong in the community, as engaged, valued and contributing members

## At CMHA Toronto we welcome your feedback on our programs and services.

We want to hear about what we are doing well, and we want to hear where we can improve.

Here is how you can provide us with your feedback:

### If you have a compliment:

- You can express it directly to the person involved, or you can put it in writing
- You can express it directly to that person's Manager, or you can put it in writing

### If you have a complaint:

- You can express it directly to the person involved or you can put it in writing
- If you are not comfortable going directly to the person involved, you can express your complaint to the person's Manager or to our Privacy Officer
- If you would like, you can have someone else make your complaint on your behalf, such as a friend or a family member

### What support can I get when I have a complaint?

- Our Privacy Officer is available to listen to your complaint, connect you with the appropriate person, and will direct you to the Peer Team if you request
- Our Peer Team is available to listen to your complaint, explain what your rights are, and will walk you through the process of making a complaint -- however the Peer Team cannot make the complaint on your behalf

### Once a complaint is received:

- Every effort will be made to resolve your complaint by the person involved and/or their Manager
- If the complaint cannot be resolved within 10 business days (Monday to Friday), it will be referred to one of our Program Directors for resolution
- If the complaint is still not resolved within a further 10 business days, it will be referred to our Executive Director, who will make a decision within 15 business days
- All complaints will be resolved within 35 business days

We are committed to responding to and resolving your complaints in a timely and constructive manner, in a way that benefits you and helps us improve the quality of our services. Please be assured that making a complaint will not have any negative consequences on the services that you receive from CMHA Toronto.

