

# We Want To Hear From You!

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

We are committed to providing you, our service users, 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; and
- 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 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 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 feedback 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.

# CMHA Toronto Client Feedback Form

**We want to hear from you!** Please fill out this form and let us know what you think of our services. If you have a complaint or a concern and would like us to respond to you, be sure to fill out your name and contact information so that we can get in touch with you. If you require assistance in filling out this form, anyone from your program would be pleased to help you.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

CMHA Worker: \_\_\_\_\_ Program: \_\_\_\_\_

I would like to make a:  Compliment  Complaint  Suggestion

Here is what I want to say:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Thank you for taking the time to provide us with your feedback! When you have filled in this form, you can:

- Put it in the feedback box in the reception area
- Give it to your worker
- Give it to the program manager
- Give it to the receptionist
- Give it to our privacy officer
- Mail it to the address below

**If you want to contact us further, you can reach us at:**

**CMHA Toronto Feedback** 1200 Markham Rd., Suite 500, Scarborough, ON M1H 3C3  
 Tel: 416-789-7957 ext. 6879 E-mail: [privacy@cmhato.org](mailto:privacy@cmhato.org)

**Canadian Mental Health Association (CMHA) Toronto**

700 Lawrence Ave. W., Suite 480  
 Toronto, ON M6A 3B4  
 Fax: 416-789-9079

1200 Markham Rd., Suite 500  
 Scarborough, ON M1H 3C3  
 Fax: 416-289-6843

Tel: 416-789-7957 E-mail: [info@cmhato.org](mailto:info@cmhato.org)

