

Complaints and Concerns

Overview

CMHA - Sudbury/ Manitoulin 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 us something in writing. Sometimes people want to give gifts to workers that have helped them. We appreciate your generosity, but unfortunately workers cannot accept gifts. The greatest gift you can give is to express your appreciation and feedback in writing or online.



Contact Us

Canadian Mental Health Association – Sudbury/Manitoulin
111 Elm Street, Suite 100
Sudbury, Ontario, P3C 1T3
Phone: (705) 675-7252
Fax: (705) 675-7247

E-mail: info@cmha-sm.on.ca

www.sm.cmha.ca



Canadian Mental Health Association
Sudbury/Manitoulin
Mental Health & Addiction Services

Association canadienne pour la santé mentale
Sudbury/Manitoulin
Services de santé mentale & de toxicomanie



Canadian Mental Health Association
Sudbury/Manitoulin
Mental Health & Addiction Services

Association canadienne pour la santé mentale
Sudbury/Manitoulin
Services de santé mentale & de toxicomanie



Complaints and Concerns

The Canadian Mental Health Association - Sudbury/ Manitoulin (CMHA- S/M) recognizes the right of individuals and others to express complaints or concerns and to ask about our services. We are committed to addressing your concerns in a timely, respectful manner and appreciate constructive feedback.

We want to hear from you. This brochure outlines the steps you can take and the process we follow to resolve concerns or complaints.

You can also read our whole Complaints and Concerns policy on our website, and if you prefer you can ask a worker to provide you with a hard copy form.

We know it can be difficult to express complaints or concerns, but we value your feedback. The services you receive and the quality of your care are never at risk if you make a complaint or express a concern to us.

You can submit a concern or complaint on our website, over the phone, or fill out a complaints form at any of our locations. You can ask for a complaint and concerns form from any CMHA-S/M staff member.

Please note that all privacy related matters will be directed to the CMHA- S/M Privacy Officer.

Steps You Take

Step 1:

Where possible, it is best to directly speak to the person with whom you have the concern or complaint.

If you don't feel you can speak directly to the person, or if not resolved...

Step 2:

You can speak with or submit your concern or complaint in writing to the Supervisor of the program. The Supervisor will respond within 5 working days.

If not resolved...

Step 3:

You can speak with or submit your concern in writing to the Manager of the program. The Manager will respond within 5 working days.

If not resolved...

Step 4:

You can submit your concern in writing to the Director. The Director will respond within 5 working days of receiving the complaint to confirm that the complaint has been received and discuss expectations. The Director will review all information about the concerns or complaint and will provide you with a written response to the complaint or concern within 20 working days.

If not resolved...

Step 5:

You can forward a written concern to the CEO who will meet with you in person. You will be contacted within 5 working days to schedule a time to resolve the issue. The CEO will review all information about the concern and will provide you with a written response to the complaint or concern within 20 working days.

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 Manager will review all information about your complaint or concern. We may ask for a meeting with everyone involved to try to resolve the matter. The Manager will respond within five business days.

What if there are still unresolved issues?

Step 4:

The Director of Programs and Planning 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 5:

The CEO will contact you within 5 working days to schedule a time to meet with you in person. They will review all the information about your complaint or concern and provide you with a written response to the complaint within 20 working days.