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Canadian Mental Health Association

Sault Ste. Marie Branch

“Empowering individuals, groups & communities to define, achieve and maintain a mental, physical, emotional and spiritual balance”

#### HOW

To Begin

1. Discuss your complaint with the staff person

2. If your complaint remains unresolved, submit your concern in a written format to the staff person. There will be a blank complaint form available for you. If you need assistance filling it out, please ask. Staff must respond to your complaint in writing within 5 working days.

3. If your complaint remains unresolved, submit your written concern to the director of the program with which you have the complaint.

4. If your complaint still remains unresolved, the next step is to forward your written complaint to the executive director who will arrange to meet with you in person.

Canadian Mental Health Association  
Sault Ste. Marie Branch  
386 Queen St E  
Sault Ste. Marie ON P6A 1Z1  
Tel: 705-759-0458  
Fax: 705-945-0261

Website: www.cmhassm.com

Our Belief:

Anyone can make a complaint. CMHA would like to assist individuals in becoming aware of the importance of good conflict resolution skills. This process helps identify ways to approach, defuse and ultimately resolve a conflict.

# HEADLINE

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Director of Community Support Services

Dan Morgan: Ext. 226

Email: dan@cmhassm.com

Director of Clinical Services

Pamela Lefave: Ext. 224

Email: pamela@cmhassm.com

Director of Finance and Administration

Donna Boston: Ext. 221

Email: donna@cmhassm.com

Executive Director

Annette Katajamaki: Ext. 223

Email: annette@cmhassm.com

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Confidentiality is critical to ethical practice and creating a safe environment for clients. All staff, students, and volunteers have the duty to keep confidential information, which has been acquired in circumstances where confidentiality was understood. Breach of confidentiality occurs when information is voluntarily used in an unauthorized manner. A breach of information could result in the termination of association with the Agency. All complaints are confidential.

Do’s and Don’ts

DO:

Talk issues through with a staff member right away to work towards a quick resolution and preferably gear the complaint towards the specific service you have an issue with first. Be specific and provide details of your complaint for the best results.

DON’T

Delay the complaint process.

#### A COMPLAINT

Should Include...

1. The name, address and contact telephone number of the person making the complaint.

2. The details/description of the complaint

3. Where applicable, details of any location associated with the complaint, the program/service involved and the time the incident happened.

4. The date of the incident.

BENEFITS

Of a Complaint System

\* Serves as a quick, efficient and low-cost means of resolving difficulties which service users may encounter

\* Provides accurate information for the administrators on the quality of services they provide

\* Enables changes to be made in procedures and systems

\* Indicates where problems or system failures exist within the services

#### CONTACTS

For Complaint Resolution

#### CONFIDENTIALITY

All complaints stay confidential!