

## What happens with my concern?

We will acknowledge the concern, work with you toward a solution by connecting you with the appropriate resources and investigating your concern. We will make every effort to achieve this in a timely manner and provide you a summary of any decision and action taken as a result of your feedback.

## Who else will be aware of my feedback?

All compliments and concerns will be noted with the staff, program and location involved. All written concerns will be acknowledged in writing by the Executive Director.

## Do I have to provide my name?

If you do not wish to provide your name, you do not have to. However, it will be difficult to credit the compliment appropriately and follow up with you if you have a concern.

## Your input is important to us:

You can assist us in improving service by providing your feedback.

If you need assistance completing this form, ask any staff member and they will be pleased to assist you.

Attention:

**CMHAFF**

P.O. Box 446

Fort Frances, ON

P9A 3M8

Fax: 807-274-2473

For a copy of the Compliments and Concerns Brochure or for more information on all services provided by CMHAFF, please visit our website:

**[www.cmhaff.ca](http://www.cmhaff.ca)**



Canadian Mental  
Health Association  
Fort Frances Branch  
*Mental health for all*

# Compliments and Concerns

Mental Health  
and Wellness in  
All Communities

**[www.cmhaff.ca](http://www.cmhaff.ca)**

