



Canadian Mental Health Association  
Nipissing Regional Branch

**Other Policies**

Policy #: OP-11	Initial Board Approval Date: 09/12/2018
Title: <b>General Complaints Policy</b>	Board Approved Revision Date:
# of pages: 1	Review Date:

The Canadian Mental Health Association Nipissing Regional Branch (CMHA) seeks to continually provide a welcoming and comfortable environment which ensures trust and respect for all clients, visitors, staff, and volunteers.

CMHA is committed to providing superior, quality service to all individuals that we interact with daily. In order to do this effectively, we need you to provide us with any comments about your experience and to tell us when we get it wrong.

We strive to resolve, effectively, any complaints you may have or issues that you might experience. Anyone personally affected can complain and their complaint will be reviewed.

CMHA will provide a complaints management procedure that:

- Is simple and easy to use
- Is available to all clients, visitors, volunteers and the general public via the CMHA Nipissing website.
- Ensures complaints are fairly assessed and responded to promptly.

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- The standard of service
- The behaviour of our staff
- Any action or lack of action by staff

The General Complaints Form can be used to report all complaints. Please note that there are specific complaint forms for French Language Services complaints and complaints relating to the Accessibility for Ontarians with Disabilities Act. These forms can be found via the CMHA Nipissing website.