

# OUR COMPLAINT PROCESS

## If you have a complaint...

- Attempt to settle issue quickly and simply by discussion with our CMHA worker with whom the complainant has direct contact.
- If it is preferred not to discuss the issue with this person or if not satisfied with the response, please attempt to connect with respective management staff before deciding to lodge a formal complaint.
  - If management staff is able to resolve the current complaint, then he/she will prepare and send a report to the CEO.
  - If management staff is unable to resolve the issue then a formal complaint may be lodged.

FORMAL PROCESS

