Have a complaint?

If you are community member and have a complaint, please direct your complaints to complaints@cmhapeel.ca or call CMHA Peel at 905-451-2123.

If you are receiving service from CMHA Peel, the access points to express a complaint are outlined below.

Connect with your Worker

Connect with the Program Manager

Connect with the Program Director

Connect with the CEO

Your worker will attempt to resolve the issue with you as soon as possible or within 10 business days. They may consult with the Program Manager, as appropriate

Program Manager...

- will investigate the complaint
- will facilitate
 communication with all
 party(ies) involved as
 soon as possible, but
 within 10 business days
- will complete documentation summarizing resolution or lack thereof within
 10 business days
- may consult with the Program Director as appropriate

Program Director...

- will investigate the complaint
- will facilitate communication with all party(ies) involved as soon as possible, but within <u>10 business days</u>
- will complete documentation summarizing resolution or lack thereof within
 10 business days
- may consult with the CEO as appropriate

CEO...

- will investigate the complaint and where appropriate, speak with the worker, client(s) and community member(s)
- will, where appropriate, facilitate communication with all party(ies) involved as soon as possible, but within
 10 business days
- will send you a letter summarizing resolution or lack thereof within
 business days

You may also file a privacy complaint, concern, or inquiry, in accordance with *Personal Health Information Protection Act, 2004*, to the **Information and Privacy Commissioner of Ontario** at 2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8 Telephone: 416-326-3333 • 1-800-387-0073 Fax: 416-325-9195 TTY: 416-325-7539 Website: www.ipc.on.ca

Disclaimer: CMHA Peel may disclose information provided by you in accordance with applicable laws and its policies. This may include disclosure of information to appropriate internal and external parties to respond, manage, and resolve your complaint as reasonably possible.

^{*} Any complaints directed to the Program Director or CEO must be in writing