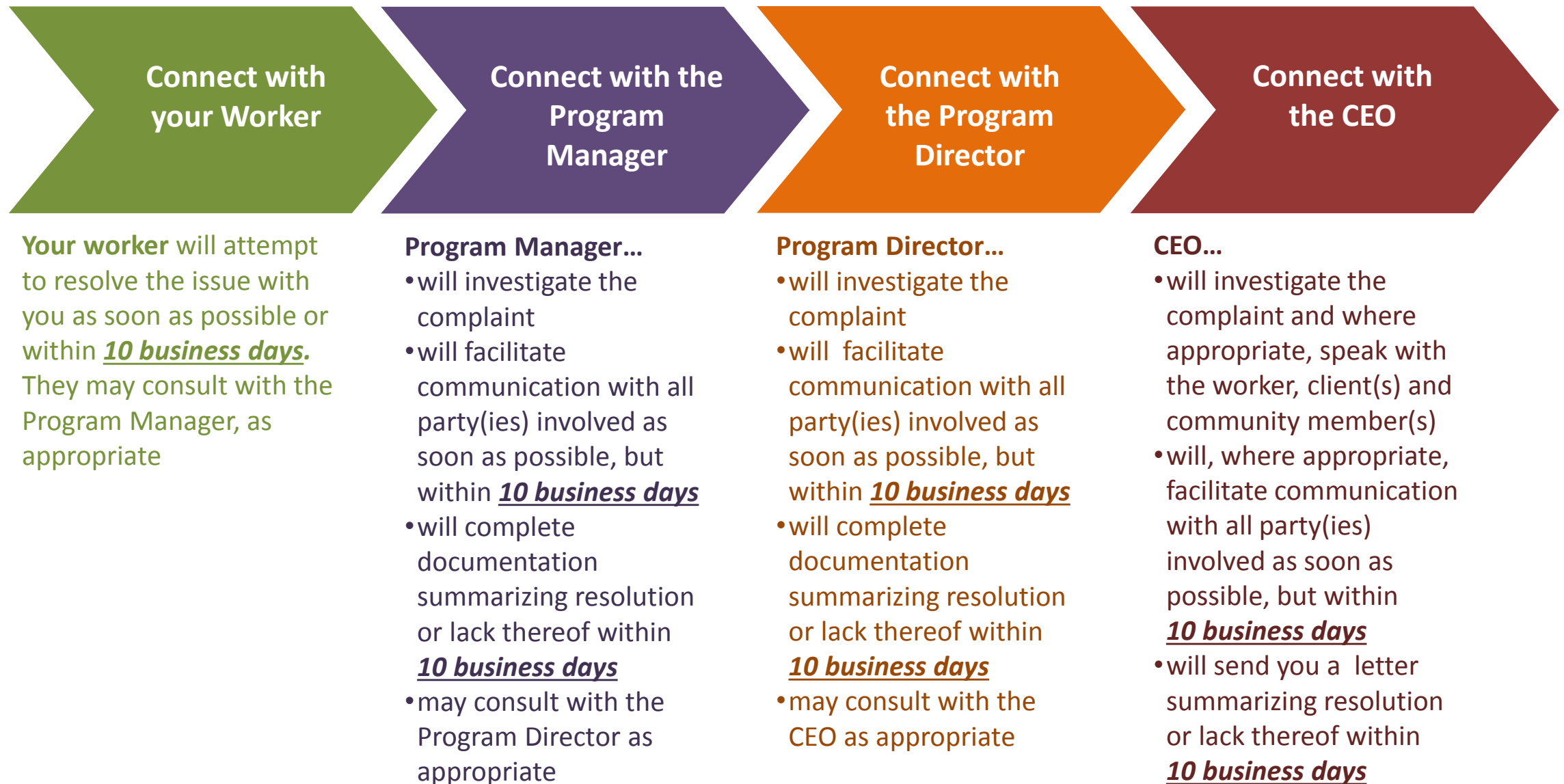


# Have a complaint?

If you are community member and have a complaint, please direct your complaints to [complaints@cmhapeel.ca](mailto: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.



\* Any complaints directed to the Program Director or CEO must be in writing

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](http://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.