


Please give us feedback about our services

We welcome your suggestions and comments - Contact Brant always tries to provide you with the best possible service.

- Complete the **Performance Measurement Survey** after an intake to let staff, the Board of Directors, and the Ministry of Children and Youth Services know how we did





Other ways to give Feedback:


 **In person:** Drop in to the office; a time to meet may need to be arranged


643 Park Road North, Brantford

 **By telephone:**
(519) 758-8228


 **In writing:**
643 Park Road North
Brantford, ON, N3T 5L8

 **By e-mail:**
information@contactbrant.net

 **By Fax: (519) 758-9507**

 You are always welcome to **bring a friend or family member with you** for support

Who to Contact:

- 1. We encourage you to first contact the staff you have worked with:**
People who work at Contact Brant want to hear any suggestions or concerns you have about our services.
- 2. The next step would be to contact the Chief Executive Officer:**
Jane Angus
758-8228 ext. 225 or
e-mail: jane@contactbrant.net

- 3. If you're still not satisfied with the response, contact the Chair of the Board of Directors** by leaving a message for the Chair to call, or write and mark it: "Confidential for Board Chair"
- 4. If you're still not satisfied, contact the Ministry of Children and Youth Services:**
119 King Street West, Suite 600
Hamilton, ON, L9B 4Y7
1-800-561-0568

and/or **contact the Child Advocates Office:**
2195 Yonge Street, 2nd Floor
Toronto, ON, M7A 1G2
1-800-263-2841

What Do We Do with Your Feedback or Complaint?



- ✓ **We try to make the situation right**— we will respond to your suggestions or concerns.
- ✓ **We look into it**— we want to understand if we have a problem and what we can do to improve our services
- ✓ **We take steps to improve** — sometimes more staff training may be needed, or we may change a policy, or correct the information we provide
- ✓ **We notify our Board of Directors**— the Board of Directors is made aware of every suggestion for improvement or complaint received by Contact Brant.
- ✓ **A report of all Performance Measurement Surveys** is submitted to the Board of Directors and the Ministry of Children and Youth Services quarterly

Your feedback is important to us
and we take it seriously.



Use this form to provide feedback if this is easier for you:

I am pleased with the service Contact Brant provided.

I think Contact Brant could provide better service by

I am dissatisfied with the service Contact Brant provided because

* If you would like to have someone call you, please provide your name and phone number:

What You Should Expect From Contact Brant

- Staff are helpful, respectful and understanding
• Staff respect your privacy
• Staff will inform you of your right to give or refuse consent
• Staff keep your information confidential and will not share your information without your consent
• Staff will meet with you at a time of your choice
• Calls will be returned within one business day
• Staff will provide information about services that are available in Brant/Brantford. An intake will be completed if you are interested in children's mental health or developmental services
• The same staff will work with you once an intake has been completed for any follow-up; you may ask for a different staff if you prefer
• You may request to speak with a manager



Feedback and Complaints



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