Contact BRANT
Start Here
Your Path to Children's Services

We'd love to hear your feedback.

We welcome your feedback and suggestions as we strive to provide the best possible services.

How to provide feedback

Surveys
Complete one of our satisfaction surveys

In person or In writing
2-255 Colborne Street, Brantford, ON

Telephone
519-758-8228

E-mail
feedback@contactbrant.net

Fax
519-758-9507

Online Form
Scan the QR Code, fill out the survey and Submit.

Who you can Contact

1. We encourage you to **first speak with the Contact Brant staff member** you have been working with to voice any concerns you may have about our services.

2. If your concern is not resolved, the next step is to contact Contact Brant's **Chief Executive Officer**:
   Sandra Parker
   519-758-8228 ext. 219
   sandra@contactbrant.net

3. If you are still not satisfied, you may contact the **Chair of Contact Brant's Board of Directors**. Call 519-758-8228 and request the Board Chair return your call, or submit your concern in writing marked "**Confidential. Attn.: Board Chair**".

4. If you're still not satisfied, you may contact the **Ministry of Children, Community and Social Services**; our staff will provide you with the appropriate contact. You may also contact the **Office of the Ombudsman**: **1-800-263-1830**.

You are always welcome to bring a friend or family member with you for support. Please let us know if you require any accessibility accommodations.

What do we do with your feedback?

- **We work to address your concerns.**
  We will listen to your feedback, review your concerns, and determine what steps we can take to improve our services.

- **We take action to improve.**
  Based on your feedback, we may provide additional staff training, update a policy, or correct the information we provide.

- **We keep our Board of Directors informed.**
  The Chief Executive Officer reports every formal complaint received to the Board of Directors.

- **We report on survey feedback.**
  Survey feedback is summarized quarterly and shared with our Board of Directors, and the Ministry of Children, Community and Social Services.

Feedback Survey

We want to make it easier for you to provide feedback.
If you prefer, you are welcome to use this form.

Tell us about your experience

Overall, how satisfied are you with the service you received from Contact Brant?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Is there anything else you would like us to know?
Optional: Tell us what went well or how we could improve our services.

Thank you for your feedback. If you would like to be contacted for a follow-up, please provide your information below. (*Name and Email or Phone Number*)

What you can expect from Contact Brant

☑ **Respectful and Responsive Service**
Our staff are helpful, respectful and understanding. We return calls within one business day, and you may request to speak with a manager at any time.

☑ **Service That Works for You**
We will meet with you at a time of your choice and provide information about available services. If you are interested in child/youth services, we will complete an intake with you.

☑ **Privacy and Choice**
We respect your privacy and your right to give or refuse consent. Your information is kept confidential and will not be shared without your consent.

☑ **Consistent Support**
Once your intake is complete, the same staff member will continue to work with you whenever possible. You may request to work with a different staff member if you prefer.