

“Voicing concerns and complaints”



Canadian Mental
Health Association
Kenora
Mental health for all

CMHA Kenora

227 Second St. South (Second Floor),
Kenora, Ontario P9N 1G1



**Ontario
Health**

Clients and family members of Canadian Mental Health Association, Kenora (CMHA Kenora) have the right to voice their concerns and complaints. At CMHA Kenora, we care about the services you receive.

There are different ways you can express your complaints. You can either speak to your worker or you can file a written complaint by filling out the form below and submitting it in a complaint box.

Complaint boxes are located at all program locations of CMHA Kenora. You can also visit our [website](#) and voice your concern electronically.

Please be assured that by submitting a concern or complaint will not affect the services you receive from CMHA Kenora.

In our commitment to address your concerns or complaint, you will be provided with a written response by the chief executive officer of CMHA Kenora within 30 days.

Name: _____

Phone number: _____

I prefer not to disclose my name:

Location/program:

- | | |
|---|---|
| <input type="checkbox"/> Kenora Emergency Shelter | <input type="checkbox"/> Counselling & Treatment |
| <input type="checkbox"/> Clinical Service Hub at the Kenora Emergency Shelter | <input type="checkbox"/> Kenora Supportive Housing Program |
| <input type="checkbox"/> Court Diversion/Court Support Program | <input type="checkbox"/> Assertive Community Treatment Team |
| <input type="checkbox"/> Forensic Case Management | <input type="checkbox"/> Ontario Telemedicine Network |
| <input type="checkbox"/> Mobile Crisis Response | <input type="checkbox"/> Rent Supplement Programs |
| <input type="checkbox"/> Safe Bed Program | |

Please describe the situation:

What is your suggestion to CMHA Kenora as a solution to the above concern or complaint?

Best way to contact you?
