

If you are not happy with the way services are provided, please let us know.


- Contact Brant strives to provide clients with the best possible service.
- We welcome your suggestions and comments.
- We respond to all complaints
- Families are always welcome to bring a friend or family member with them for support.

Complaints can be made:


- **In person**
- **By telephone**
- **In writing**
- **By e-mail**





How to Make a Complaint

 **Talk to the staff:** people who work at Contact Brant want to hear any concerns or suggestions you have about our services.

 **Call the Chief Executive Officer:** Jane Angus
758-8228 ext. 225.
E-mail: jane@contactbrant.net

 **Write to the Board Chair:**
Contact Brant – Board Chair
25 King Street
Brantford Ontario N3T 3C4
E-mail:
information@contactbrant.net
Please mark “confidential”

 **Contact the Ministry of Community & Social Services/ Children and Youth Services**
119 King Street West, Suite 600
Hamilton, Ontario L9B 4Y7
1-800-561-0568

 For children and youth -
Child Advocates Office:
2195 Yonge Street, 2nd Floor
Toronto, Ontario M7A 1G2
1-800-263-2841

What We Do With Complaints



1. **We try to make the situation right** – our first priority is responding to individuals and families in our community.
2. **We investigate** – we want to understand why we have this problem and what we can do to improve our services
3. **We Improve our Processes** – sometimes more staff training may improve a situation, or we may want to change a policy, or provide different information
4. **We Notify our Board of Directors** – the Board of Directors is made aware of every complaint and suggestion for improvement received by Contact Brant.

Contact Brant Services

Information:

- Information about services in Brant.

Consultation:

- Assist in problem solving with other professionals about the best course of action to help individuals and families

Intake and Referral:

- Single point of access for children's mental health services, and developmental services for children and adults; meet with individuals and families to gather information and complete the referrals

Service Coordination:

- Assist individuals and families when issues they are facing are complex, or when services are not meeting needs

Community Service Planning:

- Work with community partners to develop and implement planning for Children's and Developmental Services

Passport to Community Living:

- Assistance with access to the Developmental Services Passport initiative



What You Should Expect From Contact Brant

- Staff are helpful and polite
- Staff will meet with you at a time and place of your choice
- Information about different services in Brant
- The same staff member will work with you for every request; you may ask for a different staff member if you prefer
- Calls will be returned within 1 business day
- You may speak with a manager if you do not feel that services are meeting your needs

**Call (519) 758-8228
for more information**

Complaint Procedure



Contact BRANT
For Children's and Developmental Services

25 King Street
Brantford, ON N3T 3C4
Tel: (519) 758-8228
Fax: (519) 758-9507
www.contactbrant.net