


Please give us feedback about our services

- Contact Brant always tries to provide you with the best possible service
- We welcome your suggestions and comments
- Complete the **Performance Measurement Survey** after an intake to let staff, the Board of Directors, and the Ministry of Community and Social Services /Ministry of Children and Youth Services know how we did – or:


How to give Feedback or a Complaint:


 **In person** – drop in to the office, or ask for a time to meet
25 King Street, Brantford

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

 **In writing:**
25 King Street
Brantford, ON, N3T 3C4

 **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.
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 email or write, marked: "Confidential for Board Chair"
 4. If you're still not satisfied, **contact the Ministry of Community & Social Services/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** – our first priority is responding to your suggestions or concerns.
- ✓ **We look into it** – we want to understand why we have this problem and what we can do to improve our services
- ✓ **We take steps to improve** – sometimes more staff training may improve our services, 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.

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



Contact Brant Services

“One Door” for...

Information:

- Information about services in Brantford and Brant County

Intake and Referral:

- Single point of access for children’s mental health services and children’s developmental services; we meet with children, youth and their families to complete an intake and, with consent, make a referral to services

Community Service Planning:

- We work with community agencies to develop and implement planning for Children’s Services



Call (519) 758-8228

What You Should Expect From Contact Brant

- Staff are helpful, respectful and polite
- Staff will meet with you at a time of your choice
- Staff will provide information about services that are available in Brant/Brantford
- Calls will be returned within one business day
- The same staff will work with you for every intake or follow-up; you may ask for a different staff member if you prefer
- Staff will not share your information without your consent and staff will inform you of your right to give or refuse consent
- You may speak with a manager if you do not feel that our services are meeting your needs

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One Door



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Feedback and Complaints

We want to hear from you...



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