



Canadian Mental
Health Association
Halton Region Branch
Mental health for all

Association canadienne
pour la santé mentale
Filiale de la région de Halton
La santé mentale pour tous

Client Complaint/Feedback Process

Client will file the complaint in writing or by phone

The CMHA-HRB, will meet with the client in an effort to resolve the issue. This will be done within five (5) business days. A resolution will be given within seven (7) business days.

If efforts to resolve the issue do not result in a workable solution the client may file an appeal in writing or by phone to the Manager, Mental Health and Addictions.

If efforts to resolve the issue do not result in a workable solution the client may file an appeal in writing or by phone to the Director, Client Services.

If efforts to resolve the issue do not result in a workable solution the client may file an appeal in writing or by phone to the CEO.

If the client is not satisfied they may make a written submission to the Chair of the Board of Directors. The Chair of the Board of Directors shall take whatever actions he/she deems necessary