



**Canadian Mental
Health Association**
Cochrane-Timiskaming

COMPLAINTS AND COMPLIMENTS PROCESS REGARDING FRENCH LANGUAGE SERVICES

Our organization carefully and respectfully pays attention to all complaints to improve the quality of its French language services. Clients who have not received services in the official language of their choice may lodge a complaint in the official language they choose, either **in writing** or **verbally**, including by **telephone**, and without any form of reprisals.

Do you have a concern to share regarding French language services?

1. **Discuss** your concern with the **individual in question**. Should you wish to be accompanied by someone for support, please advise the Program Manager for the required arrangements to be put in place.
2. **Should your concern not be resolved**, submit it in **writing** to the **Program Manager** who will reply within 7 working days.
3. **Should your concern still not be resolved**, submit it in **writing** to the **Director of Services** who will reply within 7 working days.
4. **Should your concern still not be resolved**, submit it in **writing** to the **Executive Director**. The Executive Director will schedule a meeting within 7 working days to resolve your concern.

Compliments regarding French language services should be shared with the **Program Manager** to ensure they are documented and shared with the individual in question.

We also invite you to share your experience of French language services through a survey available at the **reception desk** or on **our policies** tab of our **website**:

www.cmhact.ca.