



# Children's Mental Health of Leeds & Grenville

## Client Compliment Process

Staff and management of Children's Mental Health of Leeds & Grenville are interested in the thoughts, opinions and views of our clients. Should you have a compliment about our service, we encourage the following actions:

1. You are encouraged to express your compliment to the staff involved. This person would love to hear what you value about the service they have provided, and it helps us know what we are doing well!
2. You may also pass on your compliment to the appropriate Program Director. If you are unsure who this is or how to contact them, please contact an Administrative Assistant by calling 613.498.4844 or 1.800.809.2494 and follow the prompting message. Every effort will be made to connect you to the Program Director immediately.
3. Should the Program Director not be immediately available, please complete the information section on the back of this form. It will be forwarded to the Program Director who will be responsible for sharing your compliment with the agency and following up with you if you wish.

To return this form, please choose one of the following three options:

Drop completed form off to one of our Children's Mental Health of Leeds & Grenville offices, located in Elgin, Gananoque, Brockville, Kemptville and Prescott. You are welcome to leave it with reception. Our Administrative Assistants will deliver it to the appropriate Program Director.

Mail completed form to:

Children's Mental Health of Leeds & Grenville  
779 Chelsea St., Suite BU  
Brockville, ON  
K6V 6J8

Or return completed form by Fax to:

613.498.2402

Program Director’s Name: \_\_\_\_\_ (Please see front for assistance)

Please indicate the compliment you would like shared with the Program Director:

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If you would like us to contact you about your compliment, please fill out the following information:

Your Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Best time to contact you: \_\_\_\_\_

The Program Director will contact you within ten working days of receiving your compliment if you have asked to be contacted.

Thank you for your compliment, it will help us understand what we do well and continue to improve our services.