

CONCERNS?

As a voluntary recipient of our services, you have a voice in determining your plan of services and in evaluating the services afterwards. You have the right to seek and receive resolution to concerns and issues, as well as to appeal decisions about services provided. Our staff deal with concerns promptly and strive to immediately seek a mutually acceptable resolution.

Here is our procedure for handling a question or concern:

- 1) Concerns or questions are first raised with the person you have been in most contact with. Concerns may be raised in person, via telephone or by completing a Service Complaint Resolution form, available on the [Carizon website \(www.carizon.ca\)](http://www.carizon.ca).
- 2) If the concern remains unresolved, contact the applicable Manager.
- 3) If the concern is still not resolved, contact the Director of the applicable department.
- 4) Persistent unresolved issues may be brought to the Chief Executive Officer, either in person (by appointment) or in a letter.
- 5) If your concerns cannot be addressed at the local level, and are related to a child or youth, you may write to and/ or call the Office of the Provincial Advocate for Children and Youth.

The Office of the Provincial Advocate for Children and Youth
401 Bay Street, Suite 2200
Toronto, Ontario M7A 0A6

Phone: (416) 325-5669 Toll-free: 1-800-263-2841

Fax: (416) 325-5681 TTY: (416) 325-2648

Email: advocacy@provincialadvocate.on.ca

- 6) At any time, you may submit your concerns in writing to the Ombudsman, Member of Parliament or the Prime Minister.

To express a concern:

1. Phone: 519-743-6333,
2. Email: complete a Service Resolution Complaint form, available at www.carizon.ca
3. Mail: 400 Queen Street South, Kitchener, ON N2G 1W7.

