

## 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 get resolution to concerns and issues, related to your rights as a client, the content of records or your wish to appeal decisions about services provided (to name a few). There will never be any negative consequences as a result of a client expressing a concern or making a complaint.

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.

You can also report your concern to the Children and Youth Unit within the Office of the Ontario Ombudsman. In response to a request or complaint, the Ontario Ombudsman acts on behalf of concerns of individuals or groups of children or youth and can undertake reviews, make recommendations, and provide advice to governments, facilities, systems, agencies, or service providers.

To make a complaint, or for more information on the Children and Youth unit, please visit the Ombudsman's website at [www.ombudsman.on.ca](http://www.ombudsman.on.ca) or contact the unit at 1-800-263-2841 or 416-325-5669.

### To express a concern:

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

