



Our Complaint Process

1. Complaints received about Branch programs and services that are of a general nature shall normally be received in writing and forwarded to the appropriate Director for follow-up, investigation, and resolution as appropriate. No anonymous complaints will be accepted.
2. Contact with the complainant by the Director shall take place within 5 business days.
3. Complaints concerning the conduct/behaviour of an individual associated with the Branch shall be discussed with the complainant; his/her support staff, and the immediate supervisor for follow-up, investigation, and resolution as appropriate.
4. If the complainant is not satisfied with the out-come of the intervention as noted in #2 above he/she can request an appointment with the Executive Director to further discuss their concerns. This meeting shall take place within 10 business days.
5. Where the complaint concerns the Executive Director, a written complaint shall be forwarded to the current CMHA-Oxford Chair, Board of Directors for follow-up, investigation, and resolution as appropriate.
6. The Chair of the CMHA Oxford Board of Directors will have contact with the complainant within 10 business days.
7. If the complainant remains unsatisfied with the handling of the complaint, the individual can in writing request an appointment with the CMHA-Oxford Chair, Board of Directors to further discuss their concerns. The Chair will then discuss the matter with the Board of Directors as appropriate and render a final decision as to its outcome. The decision from the Board of Directors will be provided to the complainant within 30 days of the Board of Directors receiving the complaint, if all procedures have been followed prior to their receiving the complaint.