

We Want Your Feedback!

Your feedback is important to us. Feedback can include making a complaint, giving us a compliment or making suggestions. Our goal is to meet and exceed the expectations of all of our clients and stakeholders. We want to make sure that everyone has the opportunity to share their thoughts. We will listen to all the feedback we receive and we will use it to improve how we deliver our services.

Please read this pamphlet about how you can provide us with your feedback. It contains helpful information.

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What is Contact Hamilton...

Contact Hamilton for Children's and Developmental Services is the agency people call if they are seeking information about and/or services for:

- Children and youth with developmental and/or mental health issues
- Adults with a developmental disability

Contact Hamilton provides information about available community services as well as information about relevant legislation. For people that are eligible for services, Contact Hamilton helps people apply for services and makes referrals to appropriate services and supports.

What to do when you have feedback....

Contact Hamilton's feedback process is accessible. This means that anyone is able to give us feedback, whether it is a complaint, a compliment or suggestions for improvements. There are many ways in which a person can provide their feedback.

You can submit feedback for yourself or on behalf of an organization or someone you represent like a parent or sibling or support person. Your feedback can be anonymous or you can ask for a response by providing your name and contact information.

This booklet and our feedback form are available in larger print, upon request.

You can provide feedback in person and by phone during regular business hours (9 a.m. to 5 p.m., Monday to Friday) and by email, fax, and mail when it is convenient for you.

You have many choices about how you can provide your feedback:

In person: Please call the office (see the phone numbers below) and ask for an appointment to speak with the appropriate Manager. A mutually convenient meeting date and time will be arranged.

Phone: For matters relating to children's services, please call 905-570-8888 and ask to speak with the Manager

For matters relating to adult developmental services or Passport, please call 1-877-376-4674 and ask to speak with the Manager

E-mail: For matters relating to children's services, please email info@contacthamilton.ca

For matters relating to adult developmental services or Passport, please email info@dsohnr.ca

Fax: Please complete the Customer Feedback Form or send us a note and fax it to: 905-522-5998

Mail: Please complete the Customer Feedback Form or send us a note and mail it to:
Contact Hamilton
Attention: Feedback
4 – 140 King Street East
Hamilton, ON L8N 1B2

If you want to provide feedback in a way that is not listed here, our staff will discuss options with you, based on your particular need. Please call either 905-570-8888 (for children's services feedback) or 1-877-376-4674 (for adult developmental services feedback) to discuss your options.

What to do when you have a complaint

Step 1

If you are comfortable, please share your complaint or concern with the staff person that you dealt with and he or she will listen to you and attempt to resolve the issue.

The staff person will record the complaint and the resulting actions.

Our hope is that your complaint is dealt with at this stage and that you are satisfied with the outcome.

Step 2

If your issue is not resolved to your satisfaction during Step 1 OR you are not comfortable approaching the staff person involved, please ask to speak with the Manager for that service (children's services or adult developmental services)

What happens to your feedback?

If you leave your contact information, a Contact Hamilton staff person will respond to you within 5 business days.

All the feedback we receive will be recorded and will be given to the Manager of the service for their review and action.

In addition, once a year, the Board of Directors will receive a summary report of all the feedback that was received and the resulting actions. This is one way we monitor our quality assurance.

If your feedback is related to a community partner / agency other than Contact Hamilton, we will acknowledge receipt of your feedback within two business days and with your permission, will then forward your feedback and contact information to that partner / agency so that they can respond.

Privacy

If you have questions about the collection, use and disclosure of personal information by Contact Hamilton, please address your concerns to:

Privacy Officer

Phone: 905-570-8888 or 905-297-5604 or

Call toll-free at 1-877-376-4674

Feedback Form

Please let us know about your experience with our organization. We value your feedback.

Children's Services

Adult Services (DSO)

Passport

Was your experience satisfactory?

Was your experience unsatisfactory?

Would you like to tell us more?

If you would like a response, please fill out your contact information (please print).

Name: _____

Address: _____

Phone: _____

e-mail: _____

Notes: