



Canadian Mental  
Health Association  
Champlain East  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Champlain Est  
*La santé mentale pour tous*

Category: Branch Programs

**Approved date:** Dec 2, 2019 (JLM)

**Revision date:** RBG June 27, 2018 / Nov. 28, 2019

**Next review date:** March 2024

**Client complaint form**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Remain Anonymous ☐

Issue: \_\_\_\_\_

Describe Situation:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Where did the situation occur?

\_\_\_\_\_

People involved, including witness(es): \_\_\_\_\_

Did you talk about this issue with the person involved? Yes: \_\_\_\_ No: \_\_\_\_

If yes, what was the outcome?

\_\_\_\_\_  
\_\_\_\_\_

What is the outcome you would like to see?

\_\_\_\_\_  
\_\_\_\_\_

Best way to contact you:

Home telephone number: \_\_\_\_\_ Cell number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Home address: \_\_\_\_\_

Do you have additional comments at this time? \_\_\_\_\_

\_\_\_\_\_

**You have the following options to submit your Complaint Form: Bring in person, fax, mail or email to:**

CMHA Main Office  
329 Pitt St.  
Cornwall, ON K6J 3R1

CMHA Hawkesbury Office  
444 McGill St., Suite 101  
Hawkesbury, ON K6A 1R2

Fax: 613-936-2323

Email: [office@cmha-east.on.ca](mailto:office@cmha-east.on.ca)

Please call if you require any assistance in completing this form. The Branch will provide or arrange for the provision of accessible formats and communication supports upon request. Any of the employees at the Branch will be happy to help.  
Phone: 613-933-5845 or toll free at 1-800-493-8271