

Feedback Process

CMHA Oxford wants to hear from you! Your feedback, both positive and negative, is valuable information that will be used to make important decisions about the programs and services we offer.

I have positive feedback

Tell a staff or volunteer

OR

Fill out a feedback form

Thank you for your feedback!

I have an issue that I would like resolved

Fill out a feedback form

OR

Talk to the staff or volunteer involved

A director will contact you within 5 days to hear your concern and follow up with those involved.

The staff or volunteer involved will work hard to resolve the issue with you.

If you are not satisfied, you may request a meeting with the Executive Director which will take place within 10 days.

If you remain unsatisfied, you may request a meeting with the chair, Board of Directors. A final decision will be made by the board within 30 days

Thank you for your feedback!



Canadian Mental Health Association
Oxford County

We pursue hope, recovery and resilience for all