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Toll Free - 1-877-232-8260
F – 613-249-3548
E – admin@opendoors.on.ca

CLIENT CONCERN PROCESS

Staff and management of Open Doors for Lanark Children and Youth are interested in the concerns, opinions, and views of our clients. Should you have a concern about our service, we encourage the following actions:

1. You are encouraged to express your dissatisfaction to the staff member with whom you have been involved. This person may be unaware of the issue and may be in the best position to rectify the concern.
2. Should you be unwilling or uncomfortable to discuss the issue with the staff member involved, you are encouraged to discuss your concerns with our Director of Clinical Operations. Please contact us by calling 613-257-8260 or 1-877-232-8260 and follow the prompting message. Every effort will be made to connect you to the Director of Clinical Operations immediately.
3. Should the Director of Clinical Operations not be available immediately, please complete the information section on the back of this form. It will be forwarded to the Director of Clinical Operations who will contact you within ten (10) working days of receiving the form.
4. Should the concern remain unresolved, you may contact the Executive Director, in writing.

To return this form to either the Director of Clinical Operations or the Executive Director, please choose one of the following three options:

Drop the completed form off to one of our offices (*locations above*), you are welcome to leave it with our administrative coordinators who will deliver it directly to the addressee.

Mail completed form to:

Open Doors for Lanark Children and Youth
10 – 130 Lansdowne Ave, Carleton Place, Ontario K7C 2T7

Or return completed form by Fax to 613-249-3548 or email: admin@opendoors.on.ca

