

+We Care What You Think.....

Everyone at Rideauwood Addiction and Family Services encourages and welcomes feedback.

We:

- Are committed to the provision of quality safe services
- Recognize and protect individual's rights, including the right to comment and complain
- Want to increase the level of satisfaction with the delivery of services

We want to hear from you if you are:

- An individual client
- A group or member of the public
- Government agencies
- Other health service providers
- Family members
- Other organizations

After completing this form, you may:

- **Email** the form (or information) to : ethompson@rideauwood.org
- **Mail** the form to:
Administration:
312 Parkdale Ave.
Ottawa ON K1Y 4X5
- **Deliver** the form in person to:
 - Receptionist
 - Worker
 - Staff member

Information on this form is considered confidential.

Thank you for taking the time to provide us with your feedback!

Your feedback will help us to improve the client experience.

If applicable, please provide date/time/location

- Please call me so I can give you more information
- I would like a response to my feedback

How can we best contact you?

Date: _____

- Compliment** Tell us what we did well!
- Suggestion** Any suggestions for improving what we do!
- Complaint** Tell us about your main concern!