

## Tell Us What You Think

Community Living South Muskoka wants to give you the best service possible.

This leaflet tells you where to go if you want to:

- Compliment us
- Tell us your concerns
- Or make a complaint

If you tell us what you think, you can help us make our services better.

It will not affect the help you get from us.

### Compliments



A **compliment** is when you tell someone what you are happy or pleased with

It is good to know when things are going well.

It is important we let people know when they have been doing a good job.

We can use what you tell us to make our services better.

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### Concerns



A **concern** is a worry

Concerns can be something you want to talk to someone about.

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### Complaints



A **complaint** is something you are unhappy about

It is important we know when things are not working well.

This gives us a chance to put things right.

## Contacting us



Face to Face

Sometimes talking face to face with the people providing the service can help solve an issue straight away. If you don't want to do this have a look at the details below.

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You can telephone us:

705-645-5494



You can write to us:

Community Living South Muskoka  
Complaints/Feedback Coordinator  
15 Depot Drive  
Bracebridge, Ontario  
P1L 0A1



You can email us:

Email: [info@clsm.on.ca](mailto:info@clsm.on.ca)

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Do you need support to make a compliment, raise a concern or make a complaint?



You can ask a family member, your care provider, or an advocate to help you. You can also call us and we will assist you.

705-645-5494

# Feedback Form

About You:



Name:



Address:



Email Address:



Telephone:

What would you like to tell us about? Tick a box.



A compliment



A concern



A complaint

Tell us about your compliment, concern or complaint.



If you are making a complaint please tell us how this has affected you.  
What can we do to put things right?