480 Charles St. East,
Kitchener, ON N2G 4K5
P: 519.884.0000
F: 519.884.7000
info@kwcounselling.com

Complaint or Appeal Form

At KW Counselling Services we take your concerns and complaints very seriously. The Executive Director and the Board Management Committee (including the Board President and Vice-President) will review all written complaints. An Agency response will be made within 10 working days. If the response remains unsatisfactory, further steps that you can take will be explained to you. The Board Management Committee will monitor the resolution of complaints on behalf of the Board of Directors.

If you are a client and have a complaint about any aspect of the service you received or wish to appeal a decision of the Agency, speak to your counsellor. If the two of you cannot resolve the difficulty informally, you may explain your concerns on this form and forward it to KW Counselling Services by mail, fax (519.884.7000), or in person.

If you are a member of the public wishing to make a complaint about KW Counselling Services you may call the Executive Director at 519.884.0000 and explain your concerns in person. Alternately you may complete this form and forward it to KW Counselling Services by mail, fax (519.884.7000), or in person.

Date of Complaint: _____ **Date of Birth:** _____

Name: _____ **Signature:** _____

Phone (day): _____ **Phone (evening):** _____

Street Address: _____

Details of Complaint/Appeal (please attach additional sheet(s) if required):

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❒ Information on this form is transcribed from a call by the client and recorded by: _____