

Your Feedback is Important

We care what you think about the quality of our services and the conduct of our staff and volunteers. If you would like to give us feedback about what you like about the Health Centre, what you don't like, or what we can improve on, we want to hear from you.

Our preferred option is for you to directly speak to our staff and volunteers and provide feedback in person in a respectful manner.

If you are uncomfortable or unable to provide feedback in person we offer other options for you:

- In our waiting area you can find comment cards and a secure box to put your comments in.
- You can make a suggestion via email at info@wechc.on.ca.
- Finally, we regularly distribute client satisfaction surveys. This is your chance to tell us what you think about the Health Centre and the services you receive. Ask a staff member when the next client satisfaction survey will be.

If you choose one of these options, you can provide your name and contact information for us to follow up with you. We will do our best to address your concerns in a timely manner and involve you in the process if you want.

Please note that we will not be able to implement all of the suggestions that are made. Also, in some cases, there may be privacy or other reasons that prevent us from telling you the results of the process.

If you have any questions or concerns about or during the process, please contact the Executive Director at 519-768-1715 extension 2206.