

### What Happens with my Concern?

Concerns will be taken seriously and addressed in a timely manner. Following an investigation of your concern, you will be provided with a summary.

### Who is Aware of my Compliment or Concern?

All compliments and concerns are reviewed with the identified staff/program. Written concerns are acknowledged by the Executive Director.

### Do I have to provide my name?

You may wish to remain anonymous, however, we will not be able to follow up with you regarding any decision or action taken as a result of your feedback if you have a concern.

### Your Feedback is Important

The FF FHT values your opinion. You can assist us in improving our service delivery by providing your feedback.

If you need help completing this form, please ask any staff member for assistance.

If you are submitting a compliment or concern by mail please send to:

**Attention: Executive Director  
Fort Frances Family Health Team  
301 Victoria Ave.  
Fort Frances, ON  
P9A 2C1**

*Fort Frances*  
**Family Health Team**  
of the Fort Frances Community Clinic



807-274-7741 ext. 1

*Fort Frances*  
**Family Health Team**  
of the Fort Frances Community Clinic



# COMPLIMENTS AND CONCERNS

A HEALTHY COMMUNITY

[www.ffht.ca](http://www.ffht.ca)

The Fort Frances Family Health Team (FF FHT) provides a high standard of care to all its patients.

The FF FHT values the feedback it receives from patients and recognizes its importance in improving the quality of service delivery and program development.

Compliments assist us in recognizing our staff, as well as knowing what services are working well. Concerns provide us with an opportunity to improve.

Concerns will be dealt with in a respectful manner and without retaliation to the patient.

Compliments and concerns are most effective at the time the interaction occurs. If you have a compliment or concern, we encourage you to contact the staff directly.

Compliments or concerns can be submitted in writing on this form; additional pages may be attached. Forms may be faxed, mailed, or hand delivered to any staff member. All formal complaints must be submitted in writing to the attention of the Executive Director.

By completing this form you are giving consent to share the compliment or concern within the FF FHT for follow-up.

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**Name**

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**Phone Number**

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**Mailing Address**

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**Email Address**

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**Date**

Compliment or Concern:

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Signature\_\_\_\_\_