



Guelph CHC
growing healthy together

Client Complaints

Every complaint will be viewed as:

- **An opportunity to improve the work we do at Guelph CHC.**

What clients need to know:

- **You have the right to complain if you are feeling unsatisfied with your experience at Guelph CHC.**
- **You are encouraged to address the person with whom you are dissatisfied directly or contact the Client Care Manager.**
- **Guelph CHC aims to address complaints within 5 working days.**

To make a complaint:

- **Contact Jan Klotz, Client Care Manager at 519-821-6638 Ext. 394.**