

Feedback helps us to maintain and improve our services, so thank you for taking the time to provide us with your suggestions, compliments or concerns.

If you are making a complaint, your message will be forwarded to the appropriate Rideauwood manager who will follow up with you accordingly. We take all complaints seriously and will work with you to find a satisfactory resolution whenever possible. If you have questions about our complaint process, we are glad to answer them.

Submitting feedback will not negatively affect the services you or your loved one receives from Rideauwood now or in the future.

YOUR CONTACT INFORMATION:

Title: _____ First Name: _____ Last Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Email: _____ Telephone No.: (_____) _____

(When we follow up, are you comfortable if we leave a voice mail message indicating we are calling from Rideauwood? Yes No)

YOUR MESSAGE:

PLEASE SUBMIT THIS FORM

- **BY EMAIL TO:** admin@rideauwood.org
- **BY MAIL OR IN-PERSON TO:** Rideauwood Addiction and Family Services
Attention: Administration
312 Parkdale Ave
Ottawa ON K1Y 4X5