



## Feedback & Complaints

**Gerstein Crisis Centre values feedback and seeks input from the people we serve in a variety of ways. Client Feedback Forms and Ontario Perception of Care surveys are on hand for your use. We hold Focus Groups around specific service issues and speak directly with clients about the services they receive from us on an ongoing basis. We appreciate your comments and will work to resolve issues as quickly as possible.**

### **Are you making a service request?**

Gerstein Crisis Centre's feedback and complaints process is for comments related to services provided by the Centre and is not intended as a means for accessing services.

To access services at Gerstein Crisis Centre please call our 24 Hour Telephone Crisis Line at 416 929 5200. For Information about referrals to Gerstein on Bloor, please call 416 604 2337

To access recovery based programs please call 416 929 0149 ext. 232

### **How do I provide feedback or make a complaint**

Feedback or a complaint can be given in a number of ways.

1. You can provide feedback in person at the time a service is provided, Please let the crisis worker know in the moment if you are happy or concerned about something.
2. You can ask to speak with a manager during business hours.
3. There are feedback surveys available at all our locations that you can fill in on line or on paper. Surveys are also available on our website at [gersteincentre.org](http://gersteincentre.org)
4. Contact our Complaints Officers:

**Elaine Amsterdam**  
Coordinator of Crisis Services  
Telephone: 416 929 0149 ext 335

**Susan Davis**  
Executive Director  
Telephone: 416 929 0149 ext 222

**By mail to:**  
Gerstein Crisis Centre 100  
Charles St. E.  
Toronto, Ontario M4Y 1V3

Email: [eamsterdam@gersteincentre.org](mailto:eamsterdam@gersteincentre.org)

Email: [susandavis@gersteincentre.org](mailto:susandavis@gersteincentre.org)

*We welcome your feedback. Feedback helps identify what we are doing well and should continue doing. It also helps us learn what areas need improvement. Providing feedback or making a complaint will not affect your service. If a complaint is not resolved or if you are not satisfied with the resolution provided to you by the Executive Director you can contact the Gerstein Crisis Centre Board of Directors at: [board@gersteincentre.org](mailto:board@gersteincentre.org)*

### **Record of complaint**

We will keep a record of your complaint and our response.

The manager and any relevant staff responsible for the service you have received will be given details about your complaint.

### **Notice of Collection**

The personal information you provide as part of your complaint is collected under the authority of PHIPA. The information you provide will be used to investigate the complaint, for quality assurance, and may be used for contact purposes. Questions about this collection can be directed to the Executive Director, Susan Davis, Gerstein Crisis Centre, 100 Charles St. E, Toronto, Ontario M4Y 1V3 or by email: [susandavis@gersteincentre.org](mailto:susandavis@gersteincentre.org)

### **Complaint Process Timelines**

#### ***Making a complaint***

It is helpful if the complaint is made as close to the event you are concerned about as possible. This allows a better investigation with the people involved and a timely resolution can be made.

#### ***Response Time***

We will get back to you as soon as possible within 30 calendar days of receipt of the complaint. If this is not possible, you will be contacted and given a reason why this time line is being adjusted.

### **Making a Complaint on Behalf of Someone Else**

You can make a complaint on behalf of someone else, but we will need to know that you have received their permission first. We may also want to contact the person who had direct involvement.

### **What Information do i need to provide when making a complaint**

Please note: While Feedback surveys can be completed anonymously, Gerstein Crisis Centre does not accept or investigate anonymous complaints.

- Your Name
- Your Address
- Your Telephone Number
- Your Email address (optional)
- The Program or name of the Gerstein Crisis Centre employee related to