



Service Recipient's Concerns Process

Staff and management of RNJ Youth Services are interested in the concerns, opinions and views of our service recipient's. Should you have a concern about our service, we encourage the following actions:

1. You are encouraged to express your dissatisfaction to the staff member with whom you have been involved. This person may be unaware of the issue and may be in the best position to rectify the concern.
2. Should you be unwilling or uncomfortable to discuss the issue with the staff member involved, you are encouraged to discuss your concerns with the Executive Director.
3. Should the Executive Director not be immediately available, please complete the information section on the back of this form. It will be forwarded to the Executive Director who will contact you within ten working days of receiving the form.

To return this form to the Executive Director, please choose one of the following options:

Drop completed form off to one of our offices located in Brockville or Smiths Falls

Mail completed form to:

RNJ Youth Services
779 Chelsea Street
Suite BL2
Brockville, ON
K6V 6J8
or
Fax: 613.342.4211
or
E-mail: info@rnjyouth.com

