



**The Roberts/Smart Centre continuously works to improve the lives of the young people for whom we provide service. We encourage and value any feedback that our clients, their families, other service providers and the public can give us.**

Feedback may include complaints, inquiries, compliments and suggestions regarding any service you may have received or any contact you may have had with us – in person, over the phone or via other electronic communications.

We are committed to responding to any feedback in a timely, effective and supportive manner. The following information details methods that we suggest in order to have your concerns or input addressed.

**While a youth is receiving services from the Roberts/Smart Centre:**

1. You may speak directly with our front-line staff. They will do their best to address any concerns or issues.
2. If you feel your issues were not addressed to your satisfaction, you may speak directly with one of our Program Coordinators or the youth's Clinician. This may be done in person or in writing (via email).
3. If you need further assistance, you may speak with our Manager of Live-in Treatment and Quality.
4. If the Manager is not able to resolve your issue, the matter will be referred to the Centre's Executive Director.
5. At any time during this process, you have the right to contact The Ombudsman (Children & Youth Unit) – see below for contact information.

Please know that raising an issue or a concern will not negatively affect how you are treated in any way.

**If you are a past client, a member of the public or outside service provider, and you have a concern that needs to be addressed, please contact us via phone, email or mail at the contacts below:**

1. You may call us at 613-728-1946 or toll free at 1-800-279-9941 and speak with the Manager of Live-in Treatment and Quality.
2. You may email us at [info@rsc-crs.com](mailto:info@rsc-crs.com).
3. By mail at 104-1737 Woodward Dr., Ottawa, ON, K2C 0P9, addressed to the Manager of Live-in Treatment and Quality.
4. If the Manager is not able to resolve your issue, the matter will be referred to the Centre's Executive Director.

Any complaints regarding alleged violations of the rights of youth can also be made anonymously through the Centre's website at [info@rsc-crs.com](http://info@rsc-crs.com).

**The Ombudsman (Children & Youth Unit)**

- **Toll-free (inside Ontario only):** 1-800-263-2841
- **Telephone:** 416-325-5669
- **TTY (teletypewriter):** 416-325-2648
- **Fax:** 416-325-5681
- **Email:** [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)
- [Online complaint form](#)