

Giving Positive Feedback and Resolving Complaints

WE WANT TO HEAR FROM YOU!

PLEASE SHARE YOUR EXPERIENCE BY

**Emailing Feedback to info@langs.org
Completing a Patient/Participant Feedback Survey
Speaking to one of our staff members**



POSITIVE FEEDBACK

**Thank you!
We appreciate you taking the time to share.**



COMPLAINT OR CONCERN

**Thank you!
We are committed to improving our service and
supporting our community.**

Speak directly to one of our staff members.

**Speak with the program supervisor if you are more
comfortable with that or if your issue is unresolved.**

**Provide the supervisor with a brief written account
of your concern, if requested.**

**Expect a resolution and/or a written response
within 10 working days.**

**If unresolved, an outside mediator may participate
in the process to assist with resolving the issue.**

