



## **CLIENT COMPLAINT AND FEEDBACK FORM**

Old Mill Center staff want to work with you to make sure you are getting your needs met to the best of our ability and within the scope of our programs. We welcome concerns, complaints, and feedback at all times. All issues will be addressed in an open, respectful, timely and cooperative manner.

### **Procedure:**

You are welcome to discuss your concern with your Old Mill Center staff person first. We may be able to resolve the issue together.

Please use the form below if you would like a formal response to your concern or complaint.

We will contact you directly after we review the feedback you give us. You will get a written response within 20 calendar days.

You are welcome to drop the form off at Old Mill front desk or give it to your Old Mill Center staff person. You can also:

1. Mail to: Old Mill Center, 1650 SW 45<sup>th</sup> Place, Corvallis, OR 97333
2. Call Old Mill Center's Executive Director at (541) 757-8068 to give your feedback over the phone.

**Contact Information**

**Your Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Name of OMC Client:** \_\_\_\_\_ **Program Area:** \_\_\_\_\_

**Client's Date of Birth:** \_\_\_\_\_

**Best method and time to contact:** \_\_\_\_\_

**PLEASE DESCRIBE YOUR CONCERN OR COMPLAINT:**

(Use an additional page if more room is needed).

**Your Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_