How we deal with complaints

Suicide.ca makes every effort to meet your expectations and needs. When you have a complaint or feel unhappy about something, we deal with it quickly and confidentially.

**Tell us what we need to know**

Complete the complaint form on the suicide.ca site

**STEP 01**

**When we get your form**

Your request will be immediately forwarded to the person responsible for responding to complaints about suicide.ca. You will receive an acknowledgement of receipt.

**STEP 02**

**If we have questions**

If necessary, the person responsible for responding to complaints will contact you to better understand your situation or ask for more details.

**STEP 03**

**Analyzing and following up**

We will analyze your complaint within 30 days. We will also inform you of any actions that we take as a result of your feedback.

**STEP 04**

**Ongoing improvement**

Your feedback will always be taken into account to help us in improving our services.

**STEP 05**

Click here to read the full version of the Complaints mechanism.