

# 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



Complete form



### STEP 02

## 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.

## 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



### STEP 04

## 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.

## 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.