

Providing Feedback

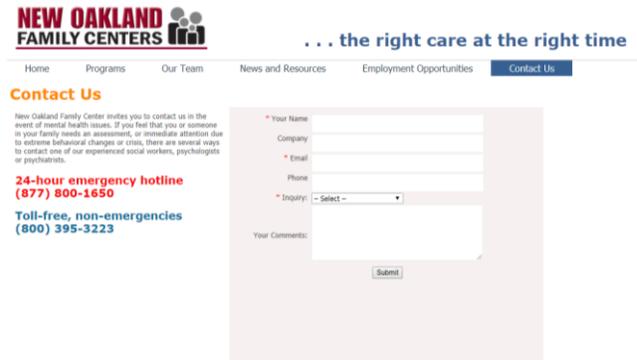
NewOakland.org and Other Resources for Engaging Us

Apart from delivering high-quality care and services, nothing is more important to us at New Oakland than hearing from you about how your experience is going and how it could be better. Your feedback — whether it’s high praise of areas for improvement — is a gift to us. It helps us do better every day.

In recent years, New Oakland has taken many additional steps to ensure your voice is heard. Among the most important of these is our enhanced website at www.NewOakland.org where you can not only learn more about our programs and services, but you can also leave us feedback about your experience.



Our homepage looks like the image at left and provides links to several important information resources. To leave a comment or concern, please click the “Contact Us” link near the top of the page. It will take you to a form that looks like the image below. You can use the form to provide any feedback you wish by including your name and email address.



Consumer feedback surveys

New Oakland also encourages each of our clients (or their parents/guardians if the client is a child or adolescent) to complete a satisfaction survey at time of discharge from New Oakland care. These surveys are brief (taking less than 5 minutes to complete) and ask simple questions related to your satisfaction with your New Oakland experience.

Other forms of feedback

Perhaps the easiest way of all to provide your perspective is simply to reach out to any member of the New Oakland team you feel comfortable speaking with or writing to. This includes your own therapist but may also include your physician, nurse practitioner, the clinical director of the site you visit or even any member of our leadership team.

In-person comments, phone, email or even an old-fashioned letter . . . it’s all welcome and appreciated! Any time you have something important to say, please reach out to us. We are always grateful for your perspectives!

About Us Map to locations Frequently asked questions Dispositions and certifications Recruitment opportunities Recipient rights/important policies	Support FAQ online Staff login	Oakland County Clarkston (248) 420-4400 Farmington Hills (248) 855-1540	Macomb County Center Line (586) 759-4400 Clinton Township (586) 412-5321 Warren (586) 502-1700	Wayne County Livonia (734) 422-4340 Southgate (734) 225-2090	Washtenaw County FPH (810) 957-4310
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