



COMPLAINT FORM

Important Information:

- ✓ **You have a right to...**
...make a **formal complaint** and have that complaint looked at fully and quickly.
- ✓ **You can choose to...**
...use **this document** to write out your complaint online, **OR**
...print this form and send to BACI Complaints, 2702 Norland Ave, Burnaby, V5B 3A6 **OR**
...ask a support person or advocate to help you write your complaint down and send to BACI Complaints at the address above.
- ✓ **You have a right to...**
...**have a support person or advocate help you** from the beginning to the end of the complaint process.



What **program/service** is your complaint about? _____



Please tell us about **your complaint** in the space below:

Please tell us about any **things you think we could do** to help solve your complaint:



What is the best way for us to contact you?

Phone



Mail



In Person



Other: _____

Please provide your contact information:

Name: _____

Contact Information: _____



What will happen next?

A) **Within 5 business days** you should receive a **letter** from the Team Leader for the area that your complaint is about. The letter should explain the actions that will be taken to help solve your complaint. **They will start following up on the complaint within 5 business days** of your getting the letter.



B) If you are not happy with the letter, you may **ask for a review by the Executive Director**. Please ask for this within **1 month** of receiving the letter. The Executive Director will get back to you within **14 business days**.

