



COMPLAINT FORM

Important information regarding complaints

- As a participant, staff or stakeholder in one of our services, you have the right to make a formal complaint and to have that complaint responded to in a fair, timely and considerate manner.
- This form is provided for you to document your complaint. You may use this form or you can write your complaint in another format if you wish.
- You can add other documents to this form if you wish.
- You can also make your complaint verbally and a staff person will assist in writing it down.
- You have the right to have an advocate or support person assist you in making your complaint as well as going through the complaint process.

Please indicate the program/service with which you have a complaint: _____

Please state your complaint in the space provided below:

What would be your recommendation to us in order to resolve this complaint?

What is the best way for us to contact you?

Phone Mail In Person Other: _____

Please provide your contact information:

Name: _____

Contact Information: _____
(Phone Number or E-mail...etc.)

What will happen next?

- The Team Leader that is most directly responsible for the service you have a complaint about will respond to this complaint within 14 days. The response will be in writing and it will describe how we will act on your complaint.
- If you do not feel that the response is fair or appropriate, or if the matter remains unresolved, you may ask for a review by the Executive Director. We ask that you make this request within one month of receiving the response from the Team Leader. The ED will respond within 14 days.