



COMPLIMENTS AND CONCERNS FORM

COMPLIMENTS:

- ✓ We welcome you to
- Tell us what you like about BACI and how we support the people and families we serve.



CONCERNS:

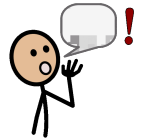
- ✓ You have a right to
- Make a **formal complaint** and have that complaint looked at fully and quickly.



HOW TO SHARE YOUR COMPLIMENT OR CONCERN:

- ✓ You can choose to
- Use **this document** to write out your compliment or concern online, **OR**
 - **Print this form** and send to BACI Compliments & Concerns, #130 - 4946 Canada Way, Burnaby, BC V5G 4H7 **OR**
 - **Ask a support person or advocate** to help you write down your compliment or concern and send it to the address above.
- ✓ You have a right to
- **Have a support person or advocate help you if you are sharing a concern** – from the beginning to the end of the process.

What **program/service** is your compliment or concern about? _____



Please share your compliment or concern in the space below:

If you are sharing a concern, please tell us about any **things you think we could do** to make it better:



What is the best way for us to contact you?

Phone

Email

Mail

In Person

Other: _____



Please provide your contact information:

Name: _____

Contact information: _____

What will happen next if you shared a concern:

A) **Within 2 weeks (14 days)**, you should receive a **letter** from the Team Leader for the area that your concern is about. The letter should explain the actions that will be taken to help solve your concern.



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

