



## Complaint Form

### **Some Important Information about 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 can 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 and in going through the complaint process.

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

Please write down your complaint in your own words:

What would you like us to do to resolve the complaint?

What is the best way for us to communicate with you?

Phone       Mail       In Person       Other: \_\_\_\_\_

Please provide your contact information:

Name: \_\_\_\_\_

Contact me at: \_\_\_\_\_

What will happen next?

- The manager that is most directly responsible for the service you have a complaint about will respond to this complaint within 10 working 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, you may ask to have the matter reviewed by the Executive Director. We ask that you make this request within one month of receiving the response from the manager.