



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 Team Leader that is most directly responsible for the service you have a complaint about will respond to this complaint within five (5) 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 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.