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***Some Important Information about Complaints***

- As a participant 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.

**Your Name (first & last)**

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**Program/Service**

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**Staff Members(s) Involved**

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**Date Incident/Issue Occurred**

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*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      Email: \_\_\_\_\_

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 acknowledge receipt of the complaint within five (5) working days. The acknowledgement 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.

_____	_____	_____ / _____ / 20
Complainant Name	Complainant Signature	Month    Day    Year