

Complaint Resolution Form

We welcome your comments and complaints, and we welcome working with you on a resolution!

How to Register a Complaint:

1. Share your complaint *directly with the person at the source of your complaint.*
2. If you are not satisfied with the outcome, you may share your complaint with the Home Share Coordinator. Note: The Home Share Coordinator will share the complaint with the Community Living Manager.
3. If you are still not satisfied, you may share your complaint with the Community Living Manager.
4. If you do not agree with the decision that was made from the complaint resolution process, you can share your complaint in writing with the Chief Executive Officer within five days of the response.
5. If you are still not completely satisfied with the response, please register your complaint with Community Living British Columbia: <http://www.communitylivingbc.ca/individuals-families/clbc-complaints-process/>

At any point, you may wish to make your complaint formal by putting it in writing using this form.

Date (MM/DD/YYYY): _____

Information about the Person Making the Complaint

First Name: _____

Last Name: _____

Mailing Address: _____

Phone Number: _____

Email: _____

How do you prefer to be contacted? Email Phone In Writing

Details about the Complaint

Are you making the complaint for yourself, or are you making the complaint for someone else (on their behalf)? For myself For someone else

If the complaint is being made for someone else, please provide the following information:

Their full name: _____

What is your relationship to this person? (E.g. Parent, brother, cousin, friend, etc.)

Is this person aware that you are making a complaint on their behalf? Yes No

Are you, or the person you are making this complaint for, currently receiving services from Fraserside?
 Yes No

Have you spoken to someone at Fraserside about your complaint? Yes No

If YES, please indicate who you have spoken to: _____

Please tell us your complaint.

What do you think should happen as a result of your complaint? Please describe what you think the outcome could be.

Thank you in advance for registering your complaint with Fraserside.