



COMPLAINT FORM

Important Information:

- ✓ **You have a right to...**
...make a **formal complaint** and have that complaint looked at fully and quickly.
- ✓ **You can choose to...**
...use **this document** to write out your complaint online, **OR**
...print this form and send to BACI Complaints, 2702 Norland Ave, Burnaby, V5B 3A6 **OR**
...ask a support person or advocate to help you write your complaint down and send to BACI Complaints at the address above.
- ✓ **You have a right to...**
...have a **support person or advocate help you** from the beginning to the end of the complaint process.



What **program/service** is your complaint about? _____



Please tell us about **your complaint** in the space below:

Please tell us about any **things you think we could do** to help solve your complaint:



What is the best way for us to contact you?

Phone



Mail



In Person



Other: _____

Please provide your contact information:

Name: _____

Contact Information: _____



What will happen next?

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



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

