

# Making a Complaint



At CLBC, we are committed to helping you or the person you support to get the support and services you need. Even though all of us do our best to arrange for help, sometimes things go wrong. If you have concerns about these services, or how you were treated, or a decision we've made, you can make a complaint.

## Making a complaint: How does it work?

CLBC has a Complaints Resolution Policy that gives you a way to make your complaint and to be sure it is heard and responded to promptly. Our policy lets everyone know what to expect and how the process works.

## Steps in the Complaints Resolution Process:

**Your first step is to bring these issues to the staff member you work with** – even if you feel that you have not been treated fairly or respectfully by that person. We all want the system to work, and we try to resolve any difficulties before they grow into serious problems. So, we encourage you to try to resolve these concerns directly.

## If you are not satisfied with the staff member's response to any of your concerns, register a complaint:

Complete the Complaints Resolution Form. You can get this form from your local CLBC office or on the CLBC website at [www.communitylivingbc.ca](http://www.communitylivingbc.ca). Complete the form in writing – or fill it in electronically using the CLBC website – or ask for help from the local office in completing it, in person, by phone or by e-mail.

**Mail or deliver the complaint to the CLBC office or send it to the CLBC website.** Whichever method you choose, the local office will deliver it to the manager of Quality Service or Community Planning and Development.

**Expect a response:** Within 48 hours of receiving the form, CLBC staff will respond by phone, e-mail or in person. Every effort will be made to address the issue within 30 days.

**Still not satisfied? Ask for a review:** If you are not satisfied with the response, you may ask for a further review by the Vice President of Quality Services or Community Planning and Development. The Director of Quality Assurance is also interested and may be able to review your concerns. The Director does not work directly in the field but does track recurring issues across the province to improve our services and can sometimes help in finding a resolution to a problem.

## If I complain, will it affect the way I'm treated, or will I be seen as a "troublemaker"?

At CLBC, we use the complaints process as a way to review and improve our services. Rest assured, there are no negative consequences for you or your family. Our commitment is to support families to the extent we can, and to improve our services and support, based on your feedback and comments.

Still, we can't guarantee that you will be satisfied with the outcome of the process. CLBC supports local decision-making, but we are always open to reviewing those decisions. What we CAN guarantee is that your concerns will get a fair hearing and we will do everything we can to resolve your complaint.

## Where can I get a copy of the full Complaints Resolution Policy?

The Complaints Resolution Policy and Form are available in the Policy section of the CLBC website, as well as in print at your local Quality Service Office or Community Living Centre.