

More About the Complaints Resolution Process

WHAT CAN I FILE A COMPLAINT ABOUT?

- A funding decision
- The quality of services provided
- How your personal information has been handled by CLBC
- A situation where your rights were not respected

CAN SOMEONE FILE THE COMPLAINT FOR ME?

Yes, with your permission.

WILL ANYTHING HAPPEN TO ME IF I MAKE A COMPLAINT?

If you are concerned about being retaliated against for making a complaint, contact the Quality Assurance Office toll-free at 1-877-660-2522 who will review the situation immediately and contact you directly.

IS THERE MORE INFORMATION AVAILABLE ABOUT THE COMPLAINTS RESOLUTION PROCESS?

Yes. Click on the File a Complaint link on the front page of www.communitylivingbc.ca for a copy of the policy and links to external provincial agencies or services to help resolve your concern, including:

- The Advocate for Service Quality
- BC Ombudsperson's Office
- Information and Privacy Commissioner
- Representative for Children and Youth

Quality Improvements Easy-to-Access Complaints Resolution Process



CONTACT:
1-877-660-2522
www.communitylivingbc.ca



CLBC is committed to ongoing consultation with the people we serve and continuous improvements to the quality of our service.

— Easy Steps to Follow

— Timelines You Can Expect

— Ways We Will Respond

The Three Step Complaints Resolution Process

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Step One – File a Complaint, It is Easy

Choose from three easy ways to make a complaint:

- Click on the File a Complaint link on the front page of our website at www.communitylivingbc.ca. Complete the short on-line form and click send – or download a form, to fax or mail in.
- Contact our CLBC Quality Assurance Office directly at 1-877-660-2522 and a member of our staff will take your information over the phone.
- Visit any CLBC office and ask staff to assist you with filling out a short form.

TIMELINE – 5-10 MINUTES

2

Step Two – Regional Review

- CLBC's Quality Assurance Office will determine the appropriate CLBC staff person to review your complaint, based on the nature of the complaint. The person reviewing your complaint will contact you within 2 business days to confirm receipt of your complaint.
- The CLBC staff person will initiate the review, contact you directly and provide a written response to your complaint. The timeline for resolution will depend on the complexity of your complaint.
- The response will include a decision, recommendation(s) to resolve the situation and information about additional steps you may wish to take if you are not satisfied with the decision.

TIMELINE – FIRST RESPONSE IN 2 BUSINESS DAYS

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Step Three – If Necessary

- If you are not satisfied with the review, contact CLBC's Quality Assurance Office directly at 1-877-660-2522 or ComplaintsResolutionCLBC@gov.bc.ca.
- A senior CLBC manager will contact you within 2 business days, initiate a review of the regional decision, and provide a written response within 10 days.
- If you are not satisfied with the response, you will be invited to contact CLBC's Chief Executive Officer who will conduct a review and submit a written decision to you within 10 days.

TIMELINE – FIRST RESPONSE WITHIN 2 BUSINESS DAYS