

## CLBC Complaints Resolution

There are several options available to you to submit a complaint.

<b>Phone</b>	Call us toll-free at <b>1-855-664-7972</b> from anywhere in B.C or 604-664-7812 within Greater Vancouver. Our phone lines are answered between 8:30am and 4:30pm, Monday to Friday. You can also leave a message on the weekend and we will get back to you as soon as possible on Monday.
<b>On-Line/ E-mail</b>	Go to the online complaint form at <a href="http://www.communitylivingbc.ca">www.communitylivingbc.ca</a> or send it via email to <a href="mailto:ComplaintResolutionCLBC@gov.bc.ca">ComplaintResolutionCLBC@gov.bc.ca</a>
<b>Mail/ Fax</b>	Make a written complaint and mail it to the address below or you can fax us at 604-664-0765.  <b>Community Living British Columbia</b> <b>Suite 700-1200 W. 73rd Ave</b> <b>Vancouver BC V6P 6G5</b>
<b>Visit a CLBC Office</b>	You can ask for assistance to make a complaint at any CLBC office.

Today's Date:  
(MM/DD/YYYY)

### Information about the Person Making the Complaint

First Name:

Last Name:

Mailing Address:

City:

Postal Code:

Telephone number with Area Code:

Email Address:

How would you prefer to be contacted:

Email

Telephone

In Writing



## Details about the Complaint

Are you making this complaint for yourself or are you making this complaint for someone else?

For myself       For someone else

If the complaint is being made for someone else please give his or her full name:

What is your relationship to this person? (Parent, Brother, Cousin, Friend...)

Is this person aware that you are making a complaint on their behalf?

Yes       No

Are you, or the person you are helping to make this complaint, currently receiving services from CLBC?

Yes       No

Have you spoken to someone at CLBC about your complaint? If you have, please say who you have spoken to.

Complaint Details - 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.

CLBC is committed to improving its complaints process for individuals and families. An independent firm, the Mustel Research Group, has been hired to ask the individual who made the complaint for feedback about the process. Mustel Research Group will be contacting the person after the complaint has been resolved. Do you give permission for Mustel Research Group to call you and ask about your experience with the complaints process, after it has been resolved?

Yes       No

Thank you in advance for your consideration.