

CLBC has a process for getting complaints from people who receive support from CLBC.

How CLBC Handles Complaints



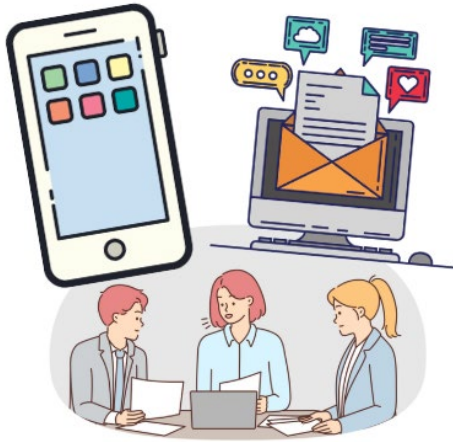
A **complaint** is a problem that you tell someone about, so they can listen, and try to help.



Sometimes, people have a complaint about:

- How they were treated by CLBC
- Decisions that CLBC made
- The quality of services

CLBC has a **complaints process** to help.



People can give their complaint to CLBC by:

- phone,
- filling out an online form, or
- visiting a CLBC office.



CLBC will not punish people for making complaints.



CLBC will always try to understand the complaint, and work with you to resolve it.



You can make a complaint on your own.



Or you can ask someone you trust to help you make a complaint.

You need to **consent** to someone helping you.

Consent means saying "yes" to someone helping you.



Sometimes, people feel angry about their complaint and yell, call names, or swear.

If this happens, you or CLBC can stop the conversation.

CLBC will plan a different date to talk about the complaint.

Stages of the complaints process

If you have a complaint that is urgent or an emergency, please call 911 before you make a complaint. Once CLBC gets the complaint, they will start the complaints process.



The complaints process has **3 stages**.

A stage means who will work on the complaint, and how many **business days** they have to help with the complaint.

Month Year		< [] >				
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30 ✓	31 ✓	01 ✓	02 ✓	03 ✓	04
05	06 ✓	07 ✓	08 ✓	09 ✓	10 ✓	11
12	13 ✓	14 ✓	15 ✓	16 ✓	17 ✓	18
19	20 ✓	21 ✓	22 ✓	23 ✓	24 ✓	25
26	27 ✓	28 ✓	29 ✓	30 ✓	31 ✓	01

A business day means the days that CLBC is open. This is usually Monday to Friday.

CLBC is closed on statutory holidays, like Christmas.



Stage 1 means that a **CLBC Manager** will contact you about the complaint.

They have **30 business days** to resolve the complaint.

If you don't agree with the outcome of Stage 1, you can go to Stage 2.



Stage 2 means that the **Regional Director** will contact you about the complaint.

They have **10 business days** to resolve the complaint.

If you don't agree with the outcome of Stage 2, you can go to Stage 3.



Stage 3 is an **Executive Review**. This means that someone in a high leadership role at CLBC reviews the complaint, but they will not be contacting you.

They have **10 business days** to do this.



They will check to make sure that CLBC's **policies and procedures** were followed during Stages 1 and 2.



Policies and procedures are rules organizations use to make sure they treat people fairly.



At the end of each stage, CLBC will send a letter.

The letter will summarize:

- The complaint
- The outcome
- Next steps

How CLBC can help with a complaint

Depending on what the complaint is about, there are many ways that **CLBC can help**.

Here are some examples:



Listening to you,
and planning with
you.



Changing how you get
service, so your needs are
met.



Talking to someone
who you trust with
your consent.



Talking to the service
provider you work with to
see if they can help.

CLBC may not always use the complaints process



The complaints process is one way CLBC works with people.

CLBC has many other ways they work with people.



CLBC may help in a different way when a problem is about something not covered by the complaints process.



The complaints process may not cover problems about:

- a law or legislation,
- another person, or
- another organization.

Other agencies in British Columbia that help with complaints:



[Advocate for Service Quality](#) – provides advocacy and support to people with complaints about CLBC



[Ombudsperson of British Columbia](#) – helps make sure decision making processes are fair



[Office of the Information and Privacy Commissioner for British Columbia](#) – helps with issues of privacy and protection of personal information



[Representative for Children and Youth](#) – helps make sure children and youth are treated fairly



[British Columbia Aboriginal Network on Disability Society \(BCANDS\)](#) – helps indigenous people with disabilities

To learn more about CLBC’s complaints process, click on:



<https://www.communitylivingbc.ca/how-do-i-get-support/request-review-complaints-process/>