

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

1

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

3

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