



## Self Advocate Complaint Form

If you have a problem or a complaint about the service you receive from the Langley Association for Community Living you can use this form to let people know that you need help to solve it. **You have the right to be heard.**

Sometimes, people are unhappy about the support they receive, or maybe you don't like how you are being treated by someone, there can be many different reasons.

**1. The first step** is to talk to someone you trust to try and solve your problem. If you are not successful, you can ask for help to fill out this form.



**You can complete this form by yourself or you can ask someone to help you.**

**2. The second step** is to give us some information about who you are and what service you receive from the Langley Association for Community Living. Your privacy will be respected.



Today's Date: \_\_\_\_\_

Your Name: \_\_\_\_\_

Your Phone Number: \_\_\_\_\_

The program or service you receive from LACL: \_\_\_\_\_

**3. The third step** is tell us about your problem and how you tried to solve it so that we can try to understand how to help you.

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**4. The fourth step** is to put your completed form in an envelope and send to the Manager of Quality Assurance, Kim Bucholtz at the main office of the Langley Association for Community Living. You should get a phone call from Kim or another Manager within 3 days to talk to you about your problem.

**5. The fifth step** is for the Manager to describe how your problem was solved.

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