



LANGLEY ASSOCIATION  
FOR COMMUNITY LIVING

## 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 a Manager of LACL 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, or maybe you have different reason. LACL will make every reasonable effort to help you.

**The 1<sup>st</sup> step:** Talk to someone you trust to try and solve your problem. If you are not successful, you can ask for help with your problem by filling out this form.

**The 2<sup>nd</sup> step:** Fill out this form by providing some information about who you are and what service you receive from the Langley Association for Community Living and what your complaint is. **Your privacy will be respected.**

**The 3<sup>rd</sup> step:** Put your completed form in an envelope and drop it off at the main office of LACL with the Manager's name on the envelope. You should get a phone call from the Manager within 3 days to talk to you about your problem.

**The 4<sup>th</sup> step:** The Manager will write on the form on how your problem was solved.

**The 5<sup>th</sup> step:** If the Manager did not solve your problem, you can send your form to the Manager of Quality Assurance for more help. The Manager of Quality Assurance will contact you by phone within 5 days.

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

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

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

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

Tell us about your problem and how you tried to solve it so that we can try to understand how to help you.

---

---

---

---

---

The complaint was solved by:

---

---

---

---

Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Manager of Quality Assurance: \_\_\_\_\_

Date: \_\_\_\_\_

A copy of your complaint will be given to you and a copy will go onto the Complaints Resolution File of LACL.