



## Self-Advocate Complaint Form

If you have a problem or a complaint about the service you receive from Inclusion Langley Society you can use this form to let an ILS Manager know that you need help to solve it. **You have the right to be heard.**

Sometimes, people are unhappy about the support they receive, maybe you don't like how you are being treated by someone, or you might have a different reason. ILS will make every reasonable effort to help you.

**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.

**2nd Step:** Fill out this form by providing some information about who you are and what service you receive from the Inclusion Langley Society and what your complaint is. **Your privacy will be respected.**

**3rd Step:** Put your completed form in an envelope and drop it off at the main ILS office 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.

**4th Step:** The Manager will write on the form on how your problem was solved.

**5th 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 ILS program or service you receive: \_\_\_\_\_

Tell us about the problem you are facing and how you tried to solve it so we can try to understand how to help you.

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The complaint was solved by:

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

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

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

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

A copy of your complaint will be given to you.

A copy will also be placed in the ILS Complaints Resolution File.