

COMPLAINT FORM – Plain Language

Important Information:

- ✓ **You have a right to....**
.....make a **formal complaint** and have that complaint looked at fully and quickly.

 - ✓ **You can choose to....**
.....use **this document** to write out your complaint online, **OR**
.....print this form and send to TOCSC Complaints at:
#4 – 237 6th Avenue, Kamloops, B.C., V2C 3R2 **OR**
.....ask a support person or advocate to help you write your complaint down and send to TOCSC Complaints at the address above.

 - ✓ **You have a right to....**
.....**have a support person or advocate help you** from the beginning to the end of the complaint process.
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What person/service is your complaint about? _____

Please tell us about your complaint in the space below:

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Please tell us any things you think we could do to help solve your complaint:

What is the best way for us to contact you?

- Phone
- Mail
- In Person
- Other:

Please provide your contact information:

Name: _____

Contact Information: _____

**As per our Complaint Resolution Policy. Plain Language*

*“Any stakeholder making a complaint must put their name on the complaint. Any stakeholder who wants to make a complaint but does not give their name to the Complaint Resolution Officer will not have their complaint followed up.”**

What will happen next?

- a. You should receive a letter from The Complaint Resolution Officer and/or their designate within 14 days (2 weeks) about what the solution to the complaint is OR the actions that will be taken to help solve your complaint.
- b. If you are not happy with the letter, you may ask for a review by the Executive Director. Please ask within 30 days (1 month) of receiving the letter. The Executive Director will get back to you within 14 days (2 weeks). The Executive Directors decision will be final however TOCSC will let you know about your choices if you want to have your complaint looked at again by an outside agency or office.