

## **Sample Format for a Complaint Form**

The agency that provides your services should have forms for you to fill out if you have a complaint or a suggestion. If they don't, or if you have never seen one of these forms, here is a sample for you to copy and use.

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**Date:**

**From:** (Your Name and other identifying information)

**To:** (Name of your Service Provider)

**Regarding:** (One or two words to identify who or what you are talking about)

**Details:** (Your complaint or suggestion. The impact the issue has had on you. Be as specific and concise about the situation and give facts such as names, dates and times. If you need more space, continue on a separate sheet of paper. If you feel unsure of your writing skills, ask someone you trust to help you edit your complaint or suggestion.)

**Solutions: Be sure to make specific suggestions about how to resolve the situation you are writing about.**

**Timeline to Respond:** Request a response with a timeline.

**Signature:** (Remember to date and sign your form)

**cc:** (This is where you can list the people of places you are sending copies of this complaint to, for example, the Ministry of Health, your member of parliament, your lawyer, your advocate, your decision-making assistant.)

Decide what you want each of these people to do about the complaint or suggestion, and mark it on their copy. For example, you might say "For your information only" if you just want the person to know that you have made the complaint or suggestion. If you want the person to take action, tell them what action you think they might be able to take. If you don't know, just say "Action required." - then they can decide what help they might be for you.