



LEGAL AID ONTARIO  
AIDE JURIDIQUE ONTARIO

**QUALITY ASSURANCE PROGRAM**  
**PROGRAMME D'ASSURANCE DE LA QUALITÉ**

**IF YOU HAVE A COMPLAINT**

Tell clinic staff.

The staff member will tell the Executive Director who will look at the complaint.

Write to the clinic

The Executive Director will look at the complaint.

**Is the Complaint Resolved?**

**YES**

The executive director will write or talk to you and make a report to the board

**NO**

Your complaint goes to the clinic board. As the person who made a complaint, you can meet with the board. The board will make a decision and write and tell you its decision and reasons.

**Are you satisfied with the board's decision?**

**NO?**

Ask the clinic to send your complaint to the Clinic Services Office:

Clinic Services Office, Legal Aid Ontario  
40 Dundas Street West, suite 200  
Toronto, Ont. M5G 2H1

(416) 979-1446  
1-800-668-8258