



LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO

QUALITY ASSURANCE PROGRAM
PROGRAMME D'ASSURANCE DE LA QUALITÉ

COMPLAINT FORM

(TO BE FILLED OUT BY THE COMPLAINANT OR BY STAFF)

NAME OF PERSON COMPLAINING: _____

TELEPHONE NUMBER & ADDRESS: _____

COMPLAINT IS FROM A CLIENT? YES NO

NOTE: A complaint from a non-client must be in writing.

DETAILS OF THE COMPLAINT:

NAME OF STAFF PERSON TAKING THE COMPLAINT: _____

A COPY OF THIS COMPLAINT FORM WAS EXPLAINED/GIVEN/MAILED TO THE COMPLAINANT?

YES NO

A COPY OF THE COMPLAINT PROCEDURE WAS EXPLAINED/GIVEN/MAILED TO THE COMPLAINANT?

YES NO

NEXT STEP:

- The executive director will look at the complaint and then call the person who made the complaint to see if the matter can be resolved.
- If the person who made the complaint is not happy with the result, then the complaint will be investigated by the clinic board of directors.
- The person who made the complaint will have a chance to meet with the board in person to discuss the complaint.
- The board will provide the person who made the complaint with a written decision and reasons for that decision.
- If the person who made the complaint is not satisfied with the result, that person can ask that the clinic send the matter to the Clinic Services Office of Legal Aid Ontario at 40 Dundas Street West, suite 200, Toronto Ont., M5G 2H1, (416) 979-1446 or 1-800-668-8258 Fax: (416) 204-4704.
- The clinic will not provide confidential information about a clinic client or former client to the clinic board or Legal Aid's Clinic Committee unless the client or former client agrees to the information being provided. This does not apply to information about financial eligibility. This does not apply to non-clients.