



LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO

QUALITY ASSURANCE PROGRAM
PROGRAMME D'ASSURANCE DE LA QUALITÉ

YOUR RIGHT TO COMPLAIN

Our goal is to provide service that satisfies our clients.

We hope that your experience with the community legal clinic has been a positive one. If you are unhappy with the service you have received at the clinic, you can make a complaint:

- talk directly with the person who has been serving you;
- ask to speak to the executive director (name of the executive director);
- write to the executive director c/o the clinic (address);
- ask to speak to a member of the clinic board (name and phone number);
- write to the clinic board c/o the clinic; or
- if you are not a client or former client, your complaint should be made in writing to the attention of the executive director or the clinic board c/o the clinic.

If your complaint is not resolved by clinic staff or the executive director, the clinic board will investigate the complaint and give you a chance to meet with the board in person to discuss your complaint. The clinic board may set up a complaints committee specifically to handle your complaint.

The board will provide you with a written decision and reasons for that decision.

If you are unhappy with the results you can ask the clinic to forward the complaint to the Clinic Services Office of Legal Aid Ontario.

Clinic Services Office, Legal Aid Ontario
40 Dundas Street West, suite 200
Toronto Ontario, 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.

THE ABOVE INFORMATION IS A SUMMARY ONLY. YOU CAN OBTAIN A COMPLETE COPY OF THE COMPLAINT POLICY AND PROCEDURE FROM ANY STAFF PERSON AT THE CLINIC.