

To be filled out by the complainant or by staff.

1. Complainant information

Name:

Contact information: Address:

Phone: Home: Cell:
Work: Fax:
May we call you at work? Yes No

Email:

Client #:

Certificate #:

2. Complaint details

Date complaint was filed: Complaint is from a client? Yes No

Details of the complaint: [YYYY-MM-DD]

(If you require assistance in completing this form, LAO staff will assist you.)

What do you hope will happen as a result of your complaint?

Name of staff person taking 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

Please return this form to the Complaints Department. If you are including documents, please make sure there are copies. **Do not include originals.**

To reach them, please write to:

Complaints Office, Legal Aid Ontario
20 Dundas Street West, Suite 730, Toronto, ON M5G 2H1
Telephone: 416 204-7104 or 1-866 874-9786
Fax: 416 204-4718
Email: complaints@lao.on.ca

The complaints office will send you a letter advising you that we have received the complaint. The complaint is assigned a file number, which will be sent out in the letter. The Complaints department will refer your complaint to the proper location in accordance with LAO's Complaint Policy.

Please be advised that we review and assess every complaint we receive. Legal Aid Ontario cannot help with every type of complaint. If we cannot help with a complaint, we will tell you. We will try to give you information about other sources of help.

Date:

[YYYY-MM-DD]

Personal information in this form is collected under the authority of section 84 of the *Legal Aid Services Act*.
Questions about this collection should be directed to the FIPPA coordinator, 20 Dundas Street West, Suite 730, Toronto, ON, M5G 2H1, 416-979-1446 or 1-800-668-8258.