

**COMPLAINT FORM**

A **complaint** is any verbal or written expression of dissatisfaction or discontent from a person served or stakeholder of BeConnected. A **concern** is information which may become a complaint in the future if not addressed.

BSS encourages all individuals to bring forward concerns or complaints they may have about the Agency. When concerns or complaints are brought forward, BSS is committed to resolving the matter in a timely and appropriate manner.

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Your Relationship with BeConnected: \_\_\_\_\_

Phone No.: \_\_\_\_\_ Cell No.: \_\_\_\_\_ Email: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ Prov.: \_\_\_\_\_

**Category of Complaint:**

- |   |  |                                      |  |
|---|--|--------------------------------------|--|
| <input type="checkbox"/> Resident Care                | <input type="checkbox"/> Safety        | <input type="checkbox"/> Nutrition   | <input type="checkbox"/> Environment         |
| <input type="checkbox"/> Community Activity/Liaison   | <input type="checkbox"/> Communication | <input type="checkbox"/> Attitudinal | <input type="checkbox"/> Quality of Services |
| <input type="checkbox"/> Other, please specify: _____ |  |                                      |  |

**What are the specifics of your complaint?**

**Describe any efforts, if any, you have made to remedy this complaint:**

**What would you like to see change?**

For Office/Coordinator Use:

Date Received: \_\_\_\_\_ Received By: \_\_\_\_\_

(Follow Up on Page 2 to be submitted to DQAP)

**COMPLAINT FORM FOLLOW-UP**

Home Coordinator's **investigation** into complaint:

Home Coordinator's **actions** to resolve this complaint:

Further follow-up required?  No  Yes, complete the action plan below

Goal(s)	Person Responsible	Target Date	Completion Date

Resolution:

Resolution accepted by complainant?  Yes  No

Closed Date: \_\_\_\_\_ Closed by Signature: \_\_\_\_\_

Director of Quality Assurance and Practice

Date Received: \_\_\_\_\_ Signature: \_\_\_\_\_