



## Rights of Complainant Sheet

**Date Originally passed by Board:** April 26<sup>th</sup>, 2011  
June 28, 2012

**Review (R)/Amendment (A) date:** (A) June 24, 2014

**Next scheduled review date:** Fall 2017  
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- The right to make a complaint in writing, if made orally initially. A friend, relative or agent may assist the complainant with their oral and/or written complaint;
- The right to privacy/confidentiality within the clinic and the requirement to sign a Consent Form For A Client Complaint in order to investigate the complaint (If a signed Consent Form is not returned, the Complaints Committee shall consider the complaint abandoned);
- The right to meet with members of the Complaints Committee or Board if dissatisfied with the resolution at staff level, in accordance with the Policy;
- The right to receive a copy of all reports relating to the complaint prepared on behalf of the clinic for the Complaints Committee or the Board;
- The right to know the date, time and place of the Complaints Committee or Board meeting dealing with the complaint;
- The right to have a friend, relative or agent speak on their behalf at the meeting dealing with the complaint;
- The right to have a witness or present additional information at the meeting dealing with the complaint;

- The right to receive a written decision from the Complaints Committee or the Board;
- The right to request that the complaint be forwarded to the Complaints Office of Legal Aid Ontario.