

PARKDALE COMMUNITY LEGAL SERVICES

Complaint Form

We are sorry to hear that you may not be satisfied with our services. We encourage you to speak directly to the staff member involved in your situation to resolve the problem informally, but you can also file a formal complaint by completing this form. You can give this form to any PCLS staff member or email it to john.no@pcls.clcj.ca. If it is difficult for you to complete this form, please let us know so that you can file a formal complaint by a different format.

For more information about the complaint process, you can read our Complaint Policy and Procedures posted on our website and in our office reception area.

1. My complaint is about:

- A specific staff member or law student
(Please name the person or position) _____
- PCLS services generally
- Other (please specify) _____

2. Please tell us about your concerns (you can attach a separate page if you need more space):

3. Please tell us what you want us to do with your complaint:

- I want a Clinic Manager or another appropriate person to investigate the complaint and get back to me with their findings.
- I want a Clinic Manager or another appropriate person to know about my concerns, but I am not looking for an investigation or need them to follow-up with me.
- Other (Please tell us more. You can attach a separate page if you need more space)

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4. How can we contact you?

- I prefer to remain anonymous.

Name	
Phone Number	
Email Address	
Mailing Address	

Below is for office use only (a PCLS staff member will complete)

Date received		Received by	
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