

# Complaint Form

This form is to be used by any individual who or organization that has dealt with the HRLSC and has a complaint about the quality of its services relating to policies and procedures, the application of these policies and procedures or the conduct of its personnel in delivering these services.

The Complaint Form must include the signature of the complainant (the person making the complaint) and, if the complainant is an organization, the signature of the signing officer representing said organization.

Human Rights Legal Support Centre  
180 Dundas St W, 8th Floor  
Toronto, Ontario  
M7A 0A1  
Phone: 1-866-625-5179  
Fax: 416-597-4901  
hrlsc@hrlsc.on.ca  
www.hrlsc.on.ca

## Guidelines on completing the complaint form

Please describe the complaint in your own words or provide the details as outlined below:

- a) **Relevant facts and events:**  
Describe the nature of the complaint and particulars. Include full details as to times, dates, the alleged conduct;  
Any supporting evidence or witnesses;  
Any additional facts or information about the complaint that may be relevant.
- b) **Details of any discussions between you and the HRLSC staff or board member(s), including efforts to discuss and/or resolve the complaint.**
- c) **What you would like to see as a result of this complaint.**
- d) **List any supporting documents relevant to this complaint that you will be attaching copies of (do not send originals).**
- e) **List other ways in which you are complaining against the HRLSC (including legal action).**

**Date:**

Full Name:

Organization (if applicable):

Address, city, postal code:

Home phone:

Work phone:

Fax:

E-mail:


How may we contact you?  At Work  At Home  By Fax  By E-mail  All

What is your relationship to the HRLSC?

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If other, please specify:

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Name and contact information of the HRLSC staff or board member(s) that is/are the subject of your complaint:

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### Privacy

I understand that the complaint I have submitted and all the documents I have provided in support of the complaint will be provided to the HRLSC staff person to allow them to provide full response to the complaint, unless the disclosure breaches the confidentiality of neutral third parties. I also understand that the staff person may release from their files documents that are relevant to this complaint to give them an opportunity to respond to the complaint. I understand that the staff person is to disclose no further information than is reasonably required to respond to the complaint. I agree that documents that I obtain from the staff person or HRLSC during the course of the investigation of this complaint will be used only for the purpose of the complaint and that any other use is prohibited. Finally, for the purposes of addressing this complaint, I consent to a review of the information in the HRLSC's possession about my request for service by the Executive Director's Office and, in the event that I pursue this complaint further, by the Board of Directors.

Signature: \_\_\_\_\_

Information about your Complaint

Please describe  
the complaint in  
your own words:

What would you  
like to see as a  
result of this  
complaint?

*Please attach a separate sheet if more space is required*

Please list any documents you have attached that are relevant to the complaint:

If you are taking any other steps to pursue the issues raised by your complaint about the HRLSC, please include information about other actions in this section.

How to submit this form:

You can complete this form on your computer by typing in the form fields above, or you can print a blank form and fill it out by hand. If you are filling out this form on your computer, you can then save it on your computer and/or print it. You can submit this form by e-mail, mail, or fax. Please see our contact information at the top of the form.