

## Agency Service Coordination Manual

### 2.4a Formal Complaint Form

Community Living disABILITY Services (CLDS) is committed to ensuring eligible program participants receive high quality support services and that all concerns are addressed and resolved appropriately.

You and your support network are encouraged to discuss your concerns with the agency that supports you. The agency will work with you to address your concern, and may involve the CLDS program when a solution cannot be found.

In some situations, you and/or members of your support network may wish to file a formal complaint with the CLDS program.

You can file a complaint about:

- situations when your rights were not respected
- decisions about your service plan
- the quality of services you are receiving from your supporting agency
- how you were treated by your supporting agency
- how your personal information was handled
- concerns about CLDS policies or procedures

You can send your complaint by:

Email: [SSNCLDS@gov.mb.ca](mailto:SSNCLDS@gov.mb.ca)

Mail: CLDS Service and Support Navigators  
135 Plaza Drive  
Winnipeg, MB R3T 6E8

Fax: 204-940-7481

CLDS will contact you within three days of receiving the complaint.

Before discussing your personal information or the complaint with anyone else, CLDS will contact you to obtain your consent.

Approved: March 22, 2021

**Information about the Person Making the Complaint**

First Name:

Last Name:

Street Address:

City:

Postal Code:

Telephone Number:

Email Address:

How would you like to be contacted:

Phone

Email

Mail

**Information about the Complaint**

Are you making the complaint for yourself or for someone else?

Myself

Someone else

If the complaint is being made for someone else:

Full name of person:

Relationship to person:

Is the person aware you are making the complaint:  Yes  No

Have you discussed the complaint with your agency?  Yes  No

Please tell us about your complaint:

Date: