



GET YOURSELF HEARD

HOW TO COMPLAIN EFFECTIVELY

MAKE SURE THE COMPLAINT IS VALID

Do your homework: research the relevant program, policy, regulation, practice so you understand your rights or entitlements

CLEARLY DEFINE THE ISSUE(S)

Focus on the real concern(s) and be able to clearly explain what that is

GET THE HELP OF AN ADVOCATE, IF NECESSARY

If the issues are complex, or if you lack the necessary communication skills to make the complaint, seek the help of someone who can work through this with you

GET ON IT!

Deal with the problem in a timely way; don't put it off or 'stew' about it with others

DETERMINE WHO HAS THE DECISION MAKING ABILITY TO ADDRESS THE MATTER

Keep in mind that the person who receives your complaint may not be the person who has the authority to resolve and the power to make changes

DETERMINE TO BE PART OF THE SOLUTION

Be open to the possibility of a different and valid viewpoint; listen to understand - even if you disagree; be respectful; be tough on issues and soft on people

BE ASSERTIVE, BUT NOT AGGRESSIVE

Leave anger behind and avoid accusations

LAY OUT YOUR CASE IN AN ORGANIZED WAY

If the matter is complex, prepare a plan about how you want to present the information, and, when presenting it in person, check occasionally to make sure each piece is being understood

RELY ON FACTS

Be ready to rely on relevant documents and notes - don't exaggerate the details of the complaint or its impact

ADMIT TO YOUR PART IN THE ISSUE, IF SUCH IS THE CASE

This is being honest and fair, and shows your willingness to work out a reasonable solution

STATE THE BEST POSSIBLE OUTCOME FOR YOU

Work out what you want to achieve, and what it would take to resolve the matter in your view

WHAT TO AVOID!

Being viewed as a chronic complainer, whose concerns are without merit

Claiming special consideration

Name dropping

Using bad language

Personal attacks

Threatening behaviour

Making accusations

Listing all the things that went wrong in a rant

**FAIRNESS COORDINATOR - ALYSON MILLER
(867) 821-4251 X 8210 | FAIRNESS@CTFN.CA**

Drop in Hours at the Learning Centre
Wednesday & Thursday 1-4pm or by appointment

