How to be an effective complainant

The following suggestions were generated by participants of the "How to Complain Effectively" workshops, part of Ombudsman Ontario's Community Education Program.

✓ Let your anger motivate and give you energy. Try not to express it negatively.

✓ Be calm, cool and collected when expressing your complaint.

✓ Be clear and concise when describing the problem.

✓ Treat people who you are talking to as you would like to be treated: with respect and courtesy.

✓ Listen carefully to the other person.

✓ Keep detailed records of the names of people you spoke to, the date and time and their response.

✓ Ask questions.

✓ Find out about any relevant complaint and appeal process.

✓ If you are not satisfied with a response, ask for a referral to someone at the next administrative level.

✓ Put your complaint in writing and keep copies of all documentation.

✓ Decide what you want and what you are willing to settle for.

✓ Be flexible and open-minded in attempting to resolve and find a solution to the problem.