

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.