

How to Complain Effectively

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.

The Yukon Ombudsman endorses these suggestions. You can call the Office of the Ombudsman at 667-8468 if you have exhausted all statutory avenues of appeal.

