



# PREPARE TO MAKE A COMPLAINT

## Checklist

My Voice, My Rights, My Way.

### 1. What to Gather

{only if you have it}

- Dates or timeframes (approximate is okay)
- Names of services, programs, or practitioners
- A short description of what happened
- Any emails, letters, or messages (optional)
- What outcome you're hoping for (if you know)



You don't need evidence for everything. Missing information should not stop you.

### 2. Support Options

- An advocate to talk through options
- A support person to help write or attend calls
- Someone you trust for emotional support
- Time set aside so you're not rushed



You can involve support at any stage – before, during, or after.

### 3. Emotional Readiness Check

- Am I feeling safe enough to start this today?
- Do I need breaks or more time?
- What might be difficult or triggering?
- What support will I need afterwards?



It's okay to pause. You don't have to push through distress.

### 4. Practical Reminders

- You can ask for phone, online, or written options
- You can request clear or plain language
- You can stop or change your mind
- Asking questions does not lock you in