



PREPARE TO MAKE A COMPLAINT CHECKLIST

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