



BC Community Living Action Group (BC-CLAG)

A provincial network of service, support, and advocacy organizations, family groups, & other community living stakeholders

July 18, 2011

Via email: jane.holland@gov.bc.ca

Jane Holland, Advocate for Service Quality
Office of the Advocate for Service Quality
Suite 820 – 999 West Broadway
Vancouver, BC V5Z 1K5

Dear Ms. Holland

Re: Request for information

I write on behalf of the BC Community Living Action Group (BC-CLAG) to request statistical and other information related to complaints to your office.

As we continue to receive new and disturbing details from families of a deepening and systemic crisis in our provincial system of community living supports, we wish to learn if this crisis is reflected in the number and nature of complaints to your office. Accordingly, we respectfully request that your office provide us with the following information and records:

- The number of complaints submitted to your office in each month of 2007, 2008, 2009, 2010, and 2011.
- The number of these complaints that were investigated by your office.
- Information or records outlining the way(s) in which your office addressed or resolved these complaints.
- The number of these complaints that were resolved to the satisfaction of the complainant, and information or records demonstrating or measuring the complainant's satisfaction.

Please feel free to contact me with any questions or to discuss this request.

Thanks very much for your consideration.

Yours truly

Jonathan Chapnick
Staff Representative – Research
BC Government & Service Employees' Union
On behalf of the BC Community Living Action Group

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cope378

Mailing address: BC-CLAG c/o BCGEU 4911 Canada Way Burnaby, BC V5G 3W3