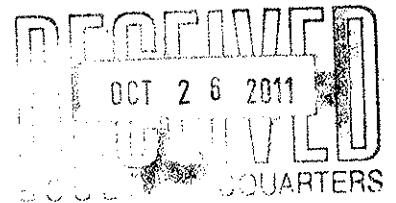




COMMUNITY LIVING  
BRITISH COLUMBIA  
October 21, 2011



Jonathan Chapnick  
B.C. Government and Service Employees' Union  
4911 Canada Way  
Burnaby, BC V5G 3W3

Dear Mr. Chapnick,

I am responding to your request for information concerning CLBC's complaints resolution process. CLBC does not keep records in the manner you requested, e.g., average or greatest length of time taken to resolve complaints and monthly breakdown over the last four years but I am able to provide the total annual numbers of *formal* complaints received by my office since its inception in 2007.

CLBC's focus remains as always on responding to complaints in a timely manner and ensuring that individuals and families understand the dispute resolution process. The *Complaints Policy* is posted on the Website and each CLBC office has Information Sheets in several languages which describe the process and outline what individuals can expect in terms of response.

CLBC received formal complaints as follows:

2007: 49 (children and adult services)

2008: 56 (children and adult services)

2009: 22 (children and adult services)

2010: 25 (adult services only)

2011: 23 (adult services)

I trust this information is helpful.

Sincerely,

Paula Grant  
Director, Quality Assurance