

FORMAL COMPLAINT FORM

For External Complainants

Please complete this form to report any complaint or dispute against the Canadian Sport Institute Pacific (CSI Pacific) that cannot be resolved informally. Present it to the Chief Executive Officer (or designate).

If you have questions about completing this form, please contact the CEO.

Section A: Complainant Information

This section is for your contact information so that we can contact you about your complaint.

Name (First & Last):

Relationship to CSI Pacific:

Phone number:

Email:

Address:

Section B: Respondent Information

In this section include the contact information for each person the complaint is about. Attach additional pages if needed.

Name (First & Last):

Relationship to CSI Pacific:

Phone number:

Email:

Name (First & Last):

Relationship to CSI Pacific:

Phone number:

Email:

Name (First & Last):

Relationship to CSI Pacific:

Phone number:

Email:

Section C: Complaint Information

Date and time the issue occurred:

Describe your complaint, including the impact of the issue. Please provide specific incidents / examples / locations and times / dates in sequence if possible.

Attach any supporting documents such as emails, handwritten notes, or photographs.

Section D: Resolution

What has been done, to date, to try to resolve this matter and by whom?

What was the outcome of this (if applicable)?

Please suggest how you think this complaint could be resolved.

The information in this complaint is true, accurate and complete to the best of my knowledge. I understand the information provided will be used and shared by the Canadian Sport Institute Pacific as required by law and by the External Complaints and Dispute Resolution Policy.

Furthermore, I realize that an investigation may be initiated once this complaint has been filed.

Complainant Signature: _____ Date: _____