



# Making a Complaint

---

## How can the Assisted Living Registry help?

**Operators of assisted living residences must comply with provincial assisted living regulations.** The assisted living registry provides provincial oversight for registered residences to promote and protect the health and safety of people who live in assisted living. The registry has the legal authority and responsibility to investigate complaints related to health and safety concerns in assisted living residences.

For example, concerns regarding:

- Abuse or neglect
- Unsafe environment
- Staffing or other practices or behaviours that put a resident at risk.

The registry cannot investigate complaints about:

- Funding (whether an assisted living unit is subsidized, amount of subsidy)
- Tenancy (rent increases, damage deposits)
- Operating issues (availability of guest rooms, staff-management issues).

The complaint process is confidential and can be done anonymously. Anonymity cannot be guaranteed if the complaint circumstances identify an individual or if the issue is taken to the Community Care and Assisted Living Appeal Board. If the complaint is substantiated, a summary of the complaint and actions taken to address the complaint will be posted on the assisted living registry website.

### **Anyone with a concern about health or safety at a residence can make a complaint to the Assisted Living Registry.**

**Phone** Victoria: 778.974.4887  
Toll-free: 1.866.714.3378

**Email** [Hlth.assistedlivingregistry@gov.bc.ca](mailto:Hlth.assistedlivingregistry@gov.bc.ca)

**Website** [www.gov.bc.ca/AssistedLivingBC](http://www.gov.bc.ca/AssistedLivingBC)

**Mailing address**  
Ministry of Health  
PO Box 9601 Stn Prov Govt  
Victoria, B.C. V8W 9P1

**Operators have a legal obligation to promote and protect resident's health, safety and independence. Their obligations are described in the *Community Care and Assisted Living Act*, the Assisted Living Regulation.**