

My Complaint Plan

If I am still upset, I can do these steps:

- **If the problem is with a housemate, I will tell my direct staff.**

My direct staff's name is _____.

This is a picture of my house manager

Affix the
Photo Here

- **If the problem is with a staff, I will tell my house manager.**

My house manager's name is _____.

This is a picture of my house manager

Affix the
Photo Here

- **If the problem is with my house manager, I will tell the director.**

My director's name is _____.

This is a picture of my director

Affix the
Photo Here

- **If the problem is with the director, I will tell the vice president.**

My vice president's name is _____.

This is a picture of my vice president

Affix the
Photo Here

- **If the problem is with the vice president, I will tell the CEO.**

The CEO is Patricia Kyle.

This is a picture of my CEO

Affix the
Photo Here

"How to Solve Problems and Agree with Others"

*The VOICE Committee has provided input and approved the "My Complaint Plan"



STEP 1: "Talk to staff"

I will talk to the person who is part of the problem

Talking to them helps me know what they feel

It helps us fix things together



STEP 2: "Stay calm"

I will breathe deeply to stay calm when I feel upset

I will listen closely to what the other person says

I will talk about how I feel without pointing fingers



STEP 3: "Make it better"

I will think first before I talk

I will think about how we can fix it

It helps me to have a plan



STEP 4: "Use the plan"

When I have a plan, I will talk to the staff

I will tell them the problem and share my idea to fix it

This will help us all work together to fix it



STEP 5: "Be kind"

I will be nice and kind to everyone

We are all trying to fix the problem

We are working together to do our best