

Letter 3 - 10/4/2018

Again and again, I am asking you help me. I requested you to help me and my kids. So far, with all the misery, in any way we could, we tolerated our situation and we trusted you. We were sure that you will shelter us. But it has became the opposite. Little by little we die. Physically and mentally we are deteriorated. Many times I begged you to help. But each time you gave me repetitive answers. I can't return to my country and IHMS doctors are not able to do nothing for my children. After 5 years, my children's situation and their environment needs to change. They need to have a normal life. Please don't make my children even sicker. In anguish, I beg you to help.

Before completing this form please make every attempt to resolve the matter directly with staff.
Completed form to be placed in the Feedback and Complaints box provided and collected by Canstruct
International staff daily.

10, 4, 18

Date	Client No.	DOB	RUF021	Office Use Only
Given Names	Faeyd		Male <input type="checkbox"/>	
Surname	Mansourbeigi		Female <input checked="" type="checkbox"/>	
Centre	Tent No.	Phone		
				Reference No.
				Date Received
				Time

By providing your phone number you give consent for the relevant stakeholder to contact you in relation to your feedback

Have you talked to a staff member about your complaint? Yes ☐ No ☐

If Yes, Name: _____ Service Provider: _____

Is your complaint about bullying or abuse? Yes ☐ No ☐ A racial incident? Yes ☐ No ☐

Is your complaint about a staff member? Yes ☐ No ☐

If Yes, Name: _____ Service Provider: _____ سلام:

Complaint Details: دوباره و دوباره از شما ها گفت می خواهم و تقاضا دارم به من و بچه هایم گفت کشید تا حالا هر چقدر می بود بار به بچه ها نقل کردیم و به شما اعتماد کردیم و مطمئن بودیم که شما ما را در صبر عالما برعکس کرده و در مدرسه بچه هایم و خودم را فرزند روز تحلیل می رویم از رفتار غیر کهنه و منتالی هر روز به تروید می دهی و بار ما از شما تقاضا کرد که کرده ام اما هر بار با سختی تکرار می دارم من توانم به کشورم برگردم و تکرار مثال من تو نشد برای بچه هایم تکرار انجام دهند بچه هایم

What would you like us to do about your complaint?

Name of person who helped you with this form (if any): سید احمد علی

Your Signature:

Office Use Only Actions / Comments		Date sent to lead agency	
Date and time sent to translator		Time sent to lead agency	