

Complaint Reframing Cards

For Strategic Self-Advocacy™ Escalation Work

CARD 1: "We are unable to assist with that request."

Reframe as: "The agency has declined to engage with the procedural justice issue you raised."

CARD 2: "You should speak to someone else about that."

Reframe as: "This is an institutional referral without responsibility acknowledgement."

CARD 3: "That's not within our jurisdiction."

Reframe as: "This denial positions the agency outside its accountability scope."

CARD 4: "That's not how we do things here."

Reframe as: "The agency enforces internal custom over adaptive or rights-based response."

CARD 5: "We don't have a policy on that."

Reframe as: "A policy vacuum has been used to avoid strategic accountability."

CARD 6: "We followed procedure."

Reframe as: "Process adherence is being used to dismiss harm without adaptive review."

CARD 7: "You're the only person who has complained about this."

Reframe as: "The agency is invoking statistical denial to delegitimize your experience."

CARD 8: "That's not our responsibility."

Reframe as: "There is an institutional dodge of cross-agency accountability."

CARD 9: "We'll get back to you." (with no follow-up)

Reframe as: "A passive delay tactic is being used to outlast the complaint."

CARD 10: "There's nothing more we can do."

Reframe as: "The complaint has been prematurely closed without rights-aligned recourse."

Instructions: Use these cards to translate dismissive, bureaucratic, or gaslighting language into structured, recognizable patterns.

These reframes support written submissions, escalation maps, and PID preparation.

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