

Add Logo

Complaint Policy and Procedures

Approved on Date

Updated on Date

Purpose:

The purpose of [RSP]'s complaint policy and procedures is to ensure that concerns about the rights of children in our care are brought to our attention and dealt with appropriately.

[RSP] has written internal complaint procedures by which a child in care (or group of children), the child's parent, or another person representing the child, can make a complaint to our organization about alleged violations of the rights of children in our care or conditions or limitations imposed on visitors.

Scope:

A complaint can be defined as the written or verbally expressed dissatisfaction, disagreement or concern about the quality, appropriateness, delivery – including the lack of, or refusal of, delivery – of a service provided by [RSP] to a child or group of children, or decisions made by [RSP] which affect a child or children in its care. This can include, but is not limited to, complaints concerning:

1. Non-compliance with legislation;
2. Non-compliance with [RSP's] policies; or
3. [RSP's] practices.

When a complaint is received by [RSP] with respect to a child or children in its care, that complaint will be handled by us in accordance with our complaint policy and procedures. All complaints received by [RSP] will be treated with respect and taken seriously.

As part of the complaint process, [RSP] will seek to resolve the complaint. In most cases, [RSP] will first attempt to resolve the complaint through an informal review with the people involved. That is, [RSP] will meet with the persons involved to discuss their concerns and attempt to find a solution through understanding, mediation, consequences, physical changes and/or policy changes. Any complaint

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that requires special considerations to achieve a resolution (for example, revisions to a policy), will require the direct involvement of [RSP]’s Director.

If the complaint cannot be resolved through an informal review, or an informal review is not appropriate because the complaint involves serious or systemic allegations, [RSP] may conduct a more formal investigation into the issue. Please refer to our Investigation Policy and Procedures.

However, if a complaint involves harm or abuse, or the threat of harm or abuse, to a child or children, [RSP] must immediately report the complaint and the information on which it is based to a Children’s Aid Society, PACY, police and/or to the MCYS through Serious/Enhanced Serious Occurrence reporting, as required. In these cases, [RSP] may be required to refrain from dealing with the complaint as it will be handled by the appropriate authorities.