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## Complaint Policy and Procedures

Approved on [Date](#)

Updated on [Date](#)

### Policy:

[RSP]'s complaint procedures must be reviewed with the child's parent, guardian or other representative within 7 days of the child's placement, at the 30-day Plan of Care Meeting and every six months thereafter, or whenever the person makes a complaint or requests the information.

### Procedures:

1. Each time [RSP] reviews its complaint procedures with a child's parent, guardian or other representative, they will be informed of:
  - the rights of children in care and their right to make a complaint to [RSP];
  - how to make a complaint to [RSP] and our process for dealing with complaints;
  - their right to have their complaint reviewed by the Minister of Children and Youth Services, if they are not satisfied with the outcome of our complaint process;
  - the existence of PACY, its role and contact information; and
  - the availability of community supports which they may wish to involve to provide assistance (e.g. First Nations, Inuit or Métis communities, multi-cultural multi-religion (MCMR) representative).
2. [RSP] will provide written materials to the parent, guardian or representative regarding our internal complaint procedure, including the Complaint Handling Procedures Brochure. The Brochure identifies [RSP]'s internal complaint process, as well as contact information for PACY, the Ombudsman, the MPP and the child's First Nations, Inuit or Métis community or diversity representative (if any).
3. If the child's guardian or representative changes, [RSP] will review its complaint process with, and provide written material to, the new guardian or representative at the earliest possible opportunity.
4. [RSP] will respond to any questions regarding its complaint process and provide additional available information or materials (e.g. complaint forms,

## **Form 1-C - Informing Parents and Others of Internal Complaint Procedure**

PACY information), as may be requested by the child's parent, guardian or representative.

5. [RSP] will provide translation or a translated copy of the Complaint Handling Procedure Brochure in French, if necessary.

References: [Complaint Handling Procedures Brochure, Form 2.](#)

[Complaint Form \(Youth/Professional/Staff/Parent\), Form 5.](#)