

Organization Name
Contact Information

COMPLAINT HANDLING PROCEDURE

Information for children,
legal guardians, and other
concerned individuals

heard

respected

Who Else Can I Contact?

- You can talk to people at any of these agencies. They will:
- Provide you with information on your rights and responsibilities
 - Help you make a complaint with your Residential Program
 - Support you while you are going through the Complaint Process

CAS Worker
Name: _____
Email: _____
Phone Number: _____

Diversity Representative
Name: _____
Email: _____
Phone Number: _____

Provincial Advocate for Children and Youth
Email: _____
Phone Number: _____

MPP
Email: _____
Phone Number: _____

Form 2

YOUR
LOGO
HERE

supported



We can phone the
Provincial
Advocate's
Office



with you on your
behalf and with your
permission, and tell
them your concerns
and arrange for you to
speak with them.

valued

How Can I Express a Concern or Complaint?

Complaints can be made in person, in writing or by phone. You can also express a concern or complaint in private or through group/resident meetings, suggestion boxes or anonymously.

A Concern or Complaint can be handled **informally** (discussion of the concern to problem solve but not necessarily to have an investigation), or **formally** (written concern that will be investigated by your Residential Program or another outside agency that will look at a possible violation of policies and/or your rights).

What if I Need Help in Expressing a Concern or Complaint?

Your Residential Placement can provide you with a support person to help you fill out any forms and assist you through the process. You can also request that information is adapted to meet your language and literacy need, disability, or physical, cognitive and sensory abilities. You can request a diversity representative to make sure services are consistent with your diversity needs.

Confidentiality

During a review or investigation of your concern or complaint, the information you provide will be kept as confidential as it can be. However, some or all of the information may have to be told to others to be able to complete the review or investigation and/or to keep you, or others safe.

What Happens After I Make a Complaint?

You will be notified within 5 days after the end of the complaint process of any recommendations or changes. At no time will you be given a consequence for expressing a concern. If you are not happy with the process or outcome, then you can notify your CAS worker, the MCYS, a diversity representative, your lawyer, the Provincial Advocates Office or MPP to follow up.



Sometimes there are situations that we need to be concerned with, about the way you are being cared for. This is not 'being difficult'. Letting us know what might not be working gives us an opportunity to become aware of what is happening and improve how we take care of you.

You can express a Concern or make a Complaint if:

- you *Disagree* with a service,
- you are *Dissatisfied* about a service,
- you are *Concerned* about the treatment you have received from another resident, a staff member or a community member,
- if you feel *Something Should be Provided* to you and it isn't, or
- if there is a problem or *Difference of Opinion* about your treatment plan.

How do I make a Complaint or express a Concern?

Step One

If you are comfortable, discuss the concern or complaint with someone you trust or the other person. See if you can agree on a solution.

Step Two

Request the complaint form to fill out or get help from a person you choose to help fill it out. The completed form will be given to _____

This person will look into your concern and provide you with information on the solution within _____ days.

All complaints and resolutions will be documented. A copy will be sent to your CAS worker and a copy will be put in your file.

You can notify your CAS worker, their supervisor, MCYS, your diversity representative, your lawyer, the Provincial Advocates Office and/or your Member of Provincial Parliament at ANY time.

What is a Complaint?

A complaint is telling someone you are unhappy or concerned about the way you are being treated or your experience while you are in a Residential Program. This can include, but is not limited to:

- Your rights are not being respected or met
- You think you're not being included in your planning and decision-making
- You are concerned about not getting a service you need
- You think you are being discriminated against because of your age, disability, gender, sexual orientation, race, beliefs, religion, language, or lifestyle
- Your safety is at risk in the Residential Program
- Your education, health care, diet or cultural practices are not being respected or followed

Who Can Express a Concern or Complaint?

Anyone can express a concern or make a complaint if you are receiving or effected by the services of a Residential Program. This includes:

- Children living in the program.
- Family or representative of the child
- Staff or foster parents of the residential program.
- A person with an interest in the residential program - school, probation, doctors, etc.
- Community members and neighbors.