



ACKNOWLEDGEMENT of REVIEW of COMPLAINT PROCESS (Parent/Representative)

The Complaint Process must be provided to the child's parent/representative at the time of the child's admission (within 24 hours), or within 7 days of admission to a Residential Program.

We support every person's right to share compliments, feedback, concerns, or to make a complaint.

If you have a concern, we want to hear from you.

Open and timely communication is essential and beneficial to our ongoing relationship with you. We want to work with you to resolve concerns or complaints as a part of our commitment to providing quality service to children and their families.

Attached is a copy of our Complaint Handling Procedure Brochure for you to review.

I _____ from _____ (e.g. Children's Aid Society, First Nations, Inuit or Métis community, agency, parent, etc.), having legal guardianship of _____ (name of child), have been provided with the Complaint Procedure Handling Brochure for **[RSP]**.

I have had the opportunity to ask questions about the complaint process and **[RSP]** has answered my questions to my satisfaction. I know that I can speak with any of the following people about any questions, concerns, complaints and/or inquiries, or for help:

[RSP] Staff: _____ Contact: _____

Provincial Advocate (PACY) Contact: 1-800-263-2841

First Nations, Inuit or Métis or MCMR Rep: _____ Contact: _____

Ontario Ombudsman: _____ Contact: _____

Member of Provincial Parliament: _____ Contact: _____

I understand my obligation(s) as identified in the Duty to Report provisions of the CYFSA.

Signature of Parent/Representative Date

Staff Reviewing Complaint Procedures Date