



ACKNOWLEDGEMENT of REVIEW of the COMPLAINT PROCESS (Child)

The Complaint Process must be reviewed with a child at the time of admission (within 24 hours) to a Residential program, at the 30-day Plan of Care and every 6 months thereafter.

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

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

I _____ have been given a copy of the Complaint Handling Procedure Brochure for [RSP] and the complaint process has been explained to me. I have asked for the following special assistance to help me understand how and to whom to make a complaint or express a concern about my rights or how I am being taken care of:

(List any assistance requested)

I have had the opportunity to ask questions about the complaint process and [RSP] has answered my questions so I understand. 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: _____

Child Welfare Worker or Parent: _____ Contact: _____

Child Welfare Supervisor: _____ 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: _____



ACKNOWLEDGEMENT of REVIEW of the COMPLAINT PROCESS (Child)

Signature of Child

Date

Signature of **[RSP]** Staff

Date

The child has been able to explain their understanding of the complaint process to a staff member.

Staff Initials

Due to the following circumstances _____ the child's understanding of their rights or ability to participate in the complaint process cannot be confirmed at this time. The process has been explained to _____ **[name, role]** who will act as an advocate on the child's behalf.

Staff Initials

Review of Complaint Process

The Complaints Process must be reviewed with a child at the time of admission (within 24 hours) to a Residential Program, at the 30-day Plan of Care Meeting and every 6 months thereafter.

DATE OF REVIEW	SIGNATURE OF CHILD	SIGNATURE OF STAFF