SERVICE COMPLAINT CONT'd

Signature:

Date:

Please send this form to:
Service Complaints
517 Hiawatha Line
Hiawatha, ON K9J 0E6

ABOUT US

Dnaagdawenmag Binnoojiiyag Child & Family Services is a multi-service Indigenous wellbeing agency. We provide a stable foundation for children, youth and families, through wraparound services that are culturally-based and family-focused.

We seek to support our families in the way they deserve, with care and authenticity, and by recognizing and respecting spirit.

We form a wholistic, inclusive and nonjudgmental circle of care. We seek to honour and support those we serve, with a constant commitment to growing our base of knowledge and expertise.

We are an agency that delivers culturally-intelligent services to First Nation, Inuit and Métis* communities on and off territory within our jurisdiction. With our dedicated staff, we work with children, youth and families as early as possible to help them navigate various obstacles and access services.

*We are currently in the process of seeking formal protocol with the Métis.

Administration
1-844-523-2237
info@binnoojiiyag.ca

517 Hiawatha Line
Hiawatha, ON K9J 0E6

binnoojiiyag.ca
@binnoojiiyag

Dnaagdawenmag Binnoojiiyag
CHILD & FAMILY SERVICES

SERVICE COMPLAINT PROCESS

This pamphlet has been created to guide you through the service complaint process. All complaints are taken seriously and reviewed in a consistent, fair and timely manner.

March 2019

ABOUT SERVICE COMPLAINTS

Dnaagdawenmag Binnoojiiyag Child & Family Services recognizes that from time to time an individual receiving service may not be satisfied. The individual has a right to express their concern so that it may be heard and addressed appropriately through a constructive method of problem resolution that is consistent with legislation (CYFSA Section 18) and Dnaagdawenmag Binnoojiiyag's Vision, Mission, Philosophy and Values.

Dnaagdawenmag Binnoojiiyag Child & Family Services will respond to all client complaints with the exception of the following:

a) Issues that have been decided by the Court.

b) Issues that are currently before the Court.

c) Issues subject to another decision making process under the CYFSA or under the Labor Relations Act 1995.

d) Issues that have been decided by a First Nation through a First Nation Council Resolution.

PROCEDURES

Please note that an Elder or traditional Knowledge Keeper may be involved at any step of the process.

Step 1: Initial attempts should be made to resolve concerns on a person-to-person basis with the staff person involved.

Step 2: If the complainant is not comfortable with confronting the staff person directly, the complainant may contact the staff person's immediate Supervisor. They also may submit the issue or concern in writing using this Service Complaint Form.

The Supervisor will investigate the complaint and arrange a meeting within two (2) working days with the complainant and the staff person. The Supervisor will provide a written decision and response within 10 working days to both parties involved.

Step 3: If a resolution is not obtained, the matter may be appealed to the Senior Manager, who will review the matter and render a written decision with a copy sent to all parties involved within 10 working days. If the initial complaint is made against a supervisor it will be referred directly to the Senior Manager.

Step 4: If a resolution is not achieved, complainant may request that the matter be reviewed by the Director of Services who will discuss the concern with the Executive Director and determine who will address it. The concern is discussed with the client within two (2) working days. The concern must be resolved within 10 working days.

Step 5: If the matter is brought to the Executive Director, he/she will determine if the Internal Complaints Review Panel will be struck to review the complaint within 10 working days. The meeting will be scheduled within 14 working days. After the meeting, the panel will send a written summary of the meeting and decision, including next steps, to the complainant and Executive Director within 14 working days.

Step 6: The Director of Services will provide a monthly Service Complaints Summary to the Board of Directors and an Annual Summary Report at the end of each fiscal year.

If complaints remain unresolved at any point you may choose to submit your complaint to the Child & Family Services Review Board. Applications may be filed online at **sjto.gov.on.ca/cfsrb/** or you may call directly at 1-888-777-3613.

SERVICE COMPLAINT FORM

Name: _____

Address: _____

_____

Phone #: _____

Description of Concern or Complaint:
(please use additional paper if required)

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

continue on next page