

External Process

If you are not happy with how we have handled your concerns, you have other options.

- The court system plays an important role in ensuring that individual rights are respected and ultimately, that children are protected.
- Under the *Child and Family Services Act*, the *Office of the Provincial Advocate* provides an independent voice for children, youth and families. It receives and responds to concerns from children and families who are receiving or seeking services under the *Child and Family Services Act*.

401 Bay Street, Suite 2200,

Toronto, ON M7A 0A6 | T 416.325.5669 | TF

1.800.263.2841 | www.provincialadvocate.on.ca

- You may also bring complaints directly to the *Child And Family Services Review Board*. This review board is a neutral and independent third party regulated by the *Child and Family Services Act*.

2 Bloor Street West, 24th Floor,

Toronto ON M7A 1E9 | T 416.327.4673 |

TF 1.888.728.8823 | www.cfsrb.ca

Our work is funded and overseen by the Government of Ontario. We welcome any opportunity to discuss ways to enhance services and supports to children and families.

You Have a Right to be Heard!

My Worker is: _____

Extension: _____

His/her Supervisor is: _____

Extension: _____

To contact us:

Head Office

640 - 2nd Avenue East

Owen Sound ON N4K 2G8

Or visit us at

5 McGivern Street West

Walkerton ON

268 Berford Street

Warton ON

Office Hours

Monday to Friday, 8:30 am to 4:30 pm

or by telephone

Telephone 519.371.4453

Toll Free 1.855.322.4453

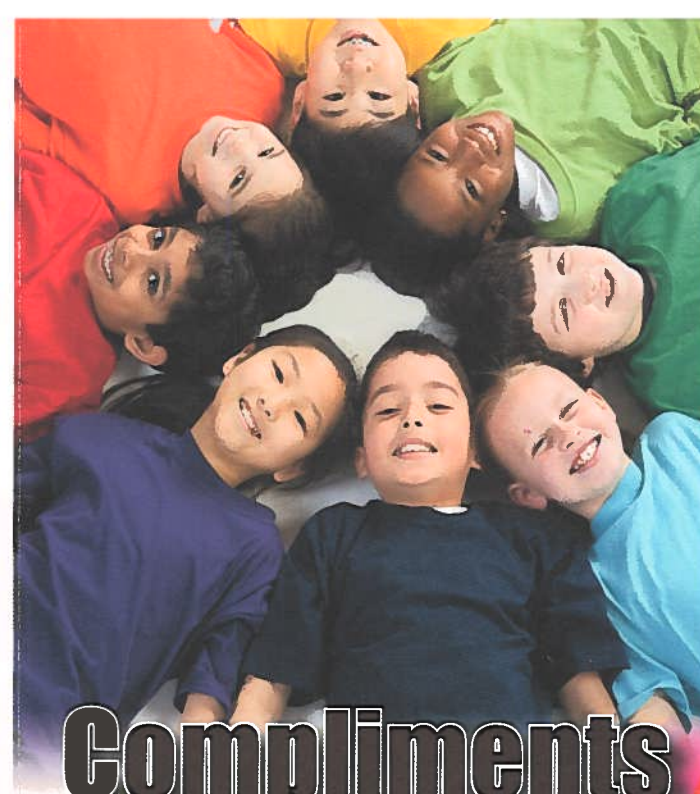
24 hours a day, 7 days a week

Fax 519.376.8934

Email: inquiries@bgcfs.ca

Website: www.bgcfs.ca

Per Section 68 of the Child and Family Services Act (C.F.S.A.)



Compliments & Complaints



BRUCE GREY
CHILD &
FAMILY
SERVICES



Your Comments Help Us Get Better!

Bruce Grey Child and Family Services values your feedback. It provides us with the opportunity to improve the way we deliver our services in the community. So please take a moment to tell us about your experience with us.

Compliments

We would love to hear about your positive experience in accessing our services. You can make your compliment in person, in writing, or by telephone.

Complaints

Given the sensitive nature of our work and the difficult decisions that must be made, we understand that you may not agree or be satisfied with the service we provided.

We want you to know that there are many ways to bring forward your concerns.

If you have questions about the services we provide, we will try to resolve issues quickly with a phone call or at a meeting.

If you are involved with BGCFS and the Ontario Court of Justice, you may not be able to use this procedure. It cannot be used to change a decision made by the court.

Internal process

The internal complaints procedure allows children, youth and families to bring forward concerns to BGCFS about the service they are receiving. We would like a chance to work with you to solve your problem. If you are attending a meeting to talk about your concern, you can bring a friend or advisor to help you.

If you ARE a service user, or related to a service user...

Step One

Talk to your worker. Most times, a meeting with your worker can resolve a problem. We encourage you to have an open and honest talk with them when you have a concern. If your issue isn't resolved after this discussion...

Step Two

Contact your worker's supervisor and your concerns may be worked out by talking with them on the telephone. You will receive a letter within 10 days of speaking with the supervisor. If you continue to have a concern, you can request a face to face meeting with your worker and their supervisor. After this meeting has taken place, you will receive within 10 days another letter describing the face to face meeting and the end result.

Step Three

You can put your concerns in writing to the Director of Service. A meeting can also be arranged with the Director of Service and any other people who may be able to assist. If Step 1 and 2 have not been followed, the Director of Service will re-direct you to Step 1.

Step Four

If you have attempted to resolve your concern with the worker, his or her supervisor and the Director of Service, and you still feel that your issue is unresolved, you can make a written complaint to the

Executive Director of Bruce Grey Child and Family Services. This is part of the regulated complaints review process. A written response will be provided to you within 7 days. Please be sure to include the following in your letter:

- Your name.
- The contact information where you prefer to receive a written reply.
- Your telephone number (with area code) in the event that we need to contact you for additional information.
- The nature of your complaint, including details.

Step Five

If your written complaint is eligible, you will receive an invitation to meet with the Society's Internal Complaints Review Panel in writing. After participating in this hearing, you will receive notification of the panel's decision within 14 days.

Outcome Of Your Complaint

It is important that you tell us what you expect to occur as a result of your complaint. This will assist us in resolving your complaint.

For example, you may want an apology, an explanation, or change to occur that will prevent other clients from experiencing the same issue. If we are unable to meet your expected outcome, you will be advised of this, including the reason why.

If you ARE NOT a service user...

Contact the Office of the Director to tell them that you have a formal complaint. A meeting may be arranged with the staff member who can best deal with your concerns. The week after the meeting, you will receive a letter saying what will be done to respond to your concern. It will also say what further steps you may take if you are not fully satisfied with the outcome.