



## METIS CHILD AND FAMILY SERVICES AUTHORITY'S AGENCIES' COMPLAINT RESOLUTION PROCESS

Metis Child, Family and Community Services Agency and Michif Child and Family Services Agency provide services to children and families under *The Child and Family Services Act, The Authorities Act and The Adoptions Act*. The purpose of the Complaint Resolution Process is to assist families and the agencies to address concerns or complaints about policies, practices or services being provided.

The relationship between parents and family members can be emotional and stressful when an agency becomes involved with a family. There may be times where disputes or concerns arise. The agencies are committed to ensuring that all family members are treated with respect and dignity. This process is designed to address these issues in an objective, respectful and expedient manner.

### Who Can Complain

Any individual who is receiving services from Metis Child, Family & Community Services agency or Michif Child and Family Services agency can initiate the complaint resolution process.

An extended family member can also initiate the complaint resolution process. However, the Authority is not able to communicate or discuss confidential information with the family member until the individual involved with one of the agencies has provided an authorization to release and discuss information.

### Types of Complaints

The complaint resolution process is generally initiated when an individual is dissatisfied with the services being provided or how they feel they are being treated by the agency. This may involve concerns about the case plan, lack of involvement in the case plan, conduct of a staff member, or questions or concerns about policies of the agency.

### Who Can I Complain To?

The Metis Child and Family Services Authority believes that the fastest way to resolve issues is to address them with the staff member directly involved with the family. Therefore, families will be directed to start with their social worker first. If families call another staff member such as the Executive Director or Director of Service first, they will be asked to try to resolve the issue with the social worker.



## INFORMAL COMPLAINT RESOLUTION PROCESS

### Start with your social worker

The social worker is the person that has the most contact with children and families and who has the responsibility for developing service plans together with families. The Metis Child and Family Services Authority believes that all efforts should be made to resolve issues directly between families and social workers as part of establishing a mutually respectful and healthy working relationship.

- Contact the supervisor and identify that you have concerns you want to discuss. This may involve arranging a time to meet or you may discuss the issues over the telephone.
- Identify the specific area of concern with as much detail as possible. Identify what you would like to see happen to resolve the situation. Identify why you feel you have been unable to resolve the issue immediately or you may need to look into the situation further. The supervisor may wish to meet with you and the social worker to discuss the concerns further.
- The supervisor should let you know when they will provide you with a resolution to your concerns.
- If this does not resolve your concerns you can request to have your concerns go to Step 2 in the formal complaint resolution process.
- If you request this the supervisor will notify the Director of Service of your concerns. You will be provided with the contact information for the Director of Service and you can initiate a further review of your concerns.

### Step 2 - Director of Service Review

If the concern has not been resolved by the previous step, an individual can initiate a further review of their concerns. This can be initiated by the individual contacting the Director of Service that has been identified. The Supervisor will also notify the Director of Service of the concerns and the inability to resolve the concerns. However, if the individual has not first tried to resolve the issue directly with the Supervisor or the social worker they will be asked to follow that process first.

If the concern has not been resolved by the previous step, an individual can initiate a further review of their concerns. The Director of Service will notify the Executive Director of the concerns and the inability to resolve the concerns. However, if the individual has not first tried to resolve the issue directly with the Supervisor, the social worker or the Director of Service they will be asked to follow that process first.



- Contact the Director of Service and identify that you have a concern you want to discuss. Indicate that you have already attempted to resolve the issue with your social worker and supervisor. This may involve arranging a time to meet or you may discuss the issue over the telephone.
- Identify the specific area of concern with as much detail as possible. Identify what you would like to see happen to resolve the situation. Identify why you feel you have been unable to resolve the situation.
- The Director of Service will complete a review of your concerns and the complaint resolution process.
- Following the review the Director of Service will contact you to offer a resolution to the concerns
- If this does not resolve your concerns you can request to have your concerns go to Step 3 in the formal complaint resolution process.
- If you request this the Director of Service will be provided with your contact information and your desire to have your concerns reviewed.

### **Step 3 - Executive Director Review**

- The Executive Director will review all of the steps of the process, the responses and the solutions proposed during the previous steps.
- The Executive Director will contact you to discuss the steps that have been followed and what your continued concerns are and what possible solutions can be sought.
- The Executive Director will determine if the responses have been fair, appropriate and respectful.

### **Step 4 – Authority Review**

- Once all levels of authority have reviewed the concern, and if you are still not satisfied with the outcome, you may contact the Metis Child and Family Services Authority to have the case reviewed at that point