

Follow-Up

If a plan was made, we may conduct a review of the situation in 3 to 6 months to see how things are going and if the plan was carried out.

Involving a Senior Manager or the Chief Executive Officer

If a solution cannot be found at the Supervisor/Manager level, a Director will assist in addressing the complaint and determining the next steps towards resolution of the matter.

Quality Assurance

At Children's Centre, we are committed to ensuring that our clients and community receive quality service. We will review the complaints we receive and work to learn from your feedback in our effort to continuously improve services.

What if a resolution cannot be attained?

In situations where a resolution cannot be attained or at any time during the complaint process, you may choose to have your complaint reviewed outside the Centre. You may direct your complaint in writing to:

Ministry of Children and Youth Services

Regional Director
199 Larch Street
Sudbury ON P3E 5P9

Tel: (705) 564-8153

Or

Office of the Provincial Advocate
for Children and Youth

435 Balmoral Street
Thunder Bay, ON P7B 5N4

Tel: (807) 624-1457

Contact CCTB for more information

283 Lisgar Street,
Thunder Bay, Ontario, P7B 6G6

Phone 807-343-5000 Fax 888-486-4248

E-mail: info@childrenscentre.ca



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Do you have a concern or a complaint about services at Children's Centre Thunder Bay?

We want to hear from you.... you have the right to be heard



Who can make a complaint?

If you have concerns about Children's Centre's services, you have the right to complain.

Clients including children, youth and parents, family members, support persons or professionals can voice complaints or concerns.

How can I make a complaint?

There are several ways you can make a complaint. These include:

- Talking directly to your worker or another staff member
- Writing a letter
- Speaking to a Manager

When should I involve a Manager?

- When you can't resolve the problem with your worker
- When you feel uncomfortable talking to your worker about the problem
- When the complaint is very serious or involves the law

Informal Process

You initiate an informal complaint process by expressing your concerns or disagreement about the service you are receiving.

In this situation, you can discuss and resolve your concerns directly with your case worker in a way that provides good solutions for everyone involved.

When this is not possible, you may need to involve a Manager.

You have the right to be heard

Formal Process

A formal complaint is one that involves a Manager or Senior Manager. Formal complaints include:

- Complaints that could not be resolved informally with your worker
- Complaints put in writing
- Complaints about staff work

Step 1:

Acknowledge the Complaint

The Centre will acknowledge that you have made a complaint within 5 working days either by phone or in person.

Step 2:

Investigate the Complaint

The Centre will investigate the situation within 10 working days of receiving the complaint. This will involve gathering information and getting both sides of the story where applicable.

Step 3:

Resolve the Complaint

The Centre will take action to resolve the problem in a manner consistent with agency policy. This may involve a meeting with the complainant and written response where applicable.