# SERVICE PARTICIPANT Complaint Procedure

Haldimand-Norfolk R.E.A.C.H. strives to provide you with the best possible service. This means we always welcome your suggestions and comments. They help us to improve how we deliver services to the children, youth, individuals and families of Haldimand and Norfolk Counties.

Although we try to ensure excellence in the work that we do, people sometimes feel that our service is not meeting their needs or they are not happy with the way our programs are carried out. We respect that people have a right to express their opinions in the form of a complaint and have the problem sorted out. For example, you may wish to make a complaint if you feel that:

* you are not comfortable with what goes on in meetings
* you are not being treated fairly by your worker
* your rights have not been respected
* there is a better way to do what we are doing

It is important for you to know that we have a process to follow if you need to make a formal complaint. You can make a formal complaint before, during or after you receive our services.

We encourage you to follow the steps below to let us know your concerns so we can work with you to try to resolve them.

## **Step 1…One-to-One:**

The first thing you need to do is to tell your worker, or the person with whom you have a complaint, what you are feeling. You might feel more comfortable doing this over the phone, in person or putting it into a letter to your worker. (You can also use the form provided on the back of this booklet.) Most concerns can be addressed at this level.

At their earliest opportunity, your worker will discuss this concern with you and see if there is a way to address the problem.

if you feel you are:

* uncomfortable or unable to talk directly to your worker about your concerns, or
* concerned that the situation hasn’t improved after discussing your feelings

you may wish to take the next step and talk to the worker’s direct supervisor (in most cases, a Manager or supervisor).

Step 2 …Speaking with a Direct Supervisor:

Each staff person at our Agency reports directly to someone who supervises their work. To find out who you need to speak with, you can ask the receptionist for the appropriate person’s name, their title and phone extension. It is your choice whether you will want to let your worker know that you will be contacting the person who supervises their work to make a complaint. You can make your complaint by phone or in writing using a complaint form available from the receptionist.

When you speak or write to the supervising person,they will need to know:

* What the problem is
* What action you have already taken to resolve the problem
* What action you would like to see happen now

The supervising person will consider all information about the situation and respond to your concerns as soon as possible and within 5 working days. He or she may arrange a meeting with you and if necessary invite your worker, to try to resolve the matter by coming to some agreement. It may be possible to bring a person you trust with you to a meeting.

The Manager of the department will always be involved in helping resolve the issue. All efforts will be made at this level to ensure that the issue or problem is resolved. However, if you are unable to resolve the matter or reach an agreement as to how to proceed, the Executive Director of Haldimand-Norfolk R.E.A.C.H. will be notified.

### **Step 3 …Speaking with the Executive Director:**

If you still feel that you have not had your complaint resolved after speaking to your worker, a supervising person or Manager, you may direct your written concerns to the Executive Director. The Executive Director is responsible for managing all operations of the organization. At this level, you must express your concerns by using the complaint form. In some cases, we can provide assistance in completing the form or direct you to an organization that can offer help in writing your complaint.

The Executive Director will then speak to the Manager or assign a Director of Services to find out more about the matter and what steps have been taken to resolve the problem. The Executive Director or Director of Service will call you, and in some cases, you may be invited to a meeting. The Executive Director or Director of Service will contact you within 5 working days of receiving the complaint and work with you to resolve the issue.

Other Options Available to You:

We hope that any complaint will be resolved using our internal Agency process. However, you do have other options to make complaints. You may wish to use these options if you have not received satisfaction from the internal process. You may also need to use these options if you have a complaint that is beyond the control, or mandate, of Haldimand-Norfolk R.E.A.C.H.

At any time, you may contact the Ministry of Children, Community and Social Service and speak to a Regional Office Program Supervisor or other funders of our programs.

Summary

* Tell the person with whom you have a complaint
* Contact worker’s direct supervisor
* Speak with Executive Director or Director of Service

For complaints about the following: Child Clinical, Youth Services, Violence Against Women, Family Connect, Contact, Developmental, Infant and Child Development Service or Union House:

Ministry of Children, Community & Social Services

119 King Street West

Hamilton, ON, L9B 4Y7

1-800-561-0568

For complaints about the following: Child Care, Family Early Intervention Program, EarlyON Child and Family Centres:

Children’s Service Manager

Norfolk County

50 Colborne Street South

Simcoe, ON N3Y 4H3

519-426-5870

For Complaints about CAPC Programs:

Program Consultant

Healthy Child Development

Health Canada – Population and Public Health Branch

15 Duke Street East, 2nd Floor

Kitchener, ON, N2H 1A2

519-571-6868

You may also contact:

Ombudsman Ontario

125 Queens Park

Toronto, ON, M5S 2C7

1-800-263-1830

Should your worker or therapist be registered, certified or licensed with any professional body, for instance:

* Ontario College of Social Workers and Social Service Workers
* Ontario College of Psychologists
* Ontario College of Nurses
* College of Registered Psychotherapists of Ontario
* Ontario College of Early Childhood Educators.

You also have the right to call that College to pursue a complaint.

*Thank you for helping us make our services the best they can be!*