**Hand Out - Form 1**

**COMPLAINT HANDLING PROCEDURE**

***INFORMATION FOR CHILDREN, LEGAL GUARDIANS AND OTHER CONCERNED INDIVIDUALS***

**WHO CAN I CONTACT?**

You can talk to people at any of these agencies. They will:

\*Provide you with information on your rights and responsibilities

\*Help you make a complaint with your Residential Program

\*Support you while you are going through your Complaint Process

\*The Inn of Windsor staff can assist you in contacting these agencies to help you express your concerns.

The Inn of Windsor Staff: Contact: 519-252-7768

Children’s Aid Society: Contact: 519-252-1171

Ontario Ombudsman: Contact: 1-800-263-1841

MPP:

Diversity representative:

First Nations, Inuit, Metis

Other:

**HOW CAN I EXPRESS A CONCERN OR COMPLAINT?**

Complaints can be made in person, in writing or by phone. YOU can also express a concern or complaint in private through group/ resident meetings, suggestions or anonymously.

A Concern or Complaint can be handled **informally** (discussion of the concern to problem solve but not necessarily to have an investigation), or **formally** (written concern that will be investigated by your Residential Program or another outside agency that will look at a possible violation of polices and/ or rights).

**WHAT IF I NEED HELP IN EXPRESSING A CONCERN OR COMPLAINT?**

Your Residential Placement can provide you with a support person to help you fill out any forms and assist you through the process. You can also request that information is adapted to meet your language and literacy need, disability, or physical, cognitive and sensory abilities. You can request a diversity representative to make sure services are consistent with your diversity.

**CONFIDENTIALITY**

During a review or investigation of your concern or complaint, the information you provide will be kept as confidential as it can be. However, some or all the information may have to be told to others to be able to complete the review or investigation and/or keep you or others safe.

**WHAT HAPPENS AFTER I MAKE A COMPLAINT?**

You will be notified within 5 days after the end of the complaint process of any recommendations or changes. At no time will you be given a consequence for expressing a concern. If you are not happy with the process or outcome, then you can notify your CAS worker, the Ministry of Children Community and Social Services (MCCSS), a diversity representative, your lawyer, the Ombudsman Office or Member of Provincial Parliament to follow up.

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***Sometimes there are situations that we need to be concerned with, about the way you are being cared for. This is not ‘being difficult’. Letting us know what might not be working gives us an opportunity to become aware of what is happening and improve how we take care of you!***

**You can express a Concern or make a Complaint if:**

* You disagree with a service
* You are dissatisfied about a service
* You are concerned about the treatment you have received from another resident, a staff member or a community member
* If you feel something should be provided to you and it is not or,
* If there is a problem or difference of opinion about your treatment plan

**HOW DO I MAKE A COMPLAINT OR EXPRESS A CONCERN?**

**Step One:**

If you are comfortable, discuss the concern or complaint with someone you trust or the other person. See if you can agree on a solution.

**Step Two:**

Request the complaint form to fill out or get help from a person you choose to help fill it out. The completed form will be given to the Program Director, Executive Director and/or the designate in the absence. This person will investigate your concern and provide you with information on the solution within 3 days.

All complaints and resolutions will be documented and your CAS worker, parent/guardian can request a copy and a copy will be put into your file.

You can notify your CAS worker, the MCCSS, a diversity representative, your lawyer, the Ombudsman Office or Member of Provincial Parliament at any time.

**WHAT IS A COMPLAINT?**

A complaint is telling someone you are unhappy or concerned about the way you are being treated or your experience while you are in the Residential Program. This can include, but is not limited to:

* Your rights are not being respected or met
* You think you are not being included in your planning and decision-making
* You are concerned about not getting a service you need
* You think you are being discriminated against because of your age, disability, gender, sexual orientation, race, beliefs, religion, language or life style
* Your safety is at risk in the Residential Program
* Your education, health care, diet, or cultural practices are not being respected or followed

**WHO CAN EXPRESS A CONCERN OR COMPLAINT?**

Anyone can express a concern or make a complaint if you are receiving or effected by a service of a Residential Program. This includes:

* Children living in the program
* Family or representative of the child
* Staff of the residential program
* A person with an interest in the residential program – school, probation, doctors, etc.
* Community members or neighbours