

Complaints

Complaints about the agency's services, policies, procedures, facilities or staff can be put in writing and addressed to the agency's Executive Director.

Complaint Policy

Adolescents:

All adolescents, parents or persons representing the adolescent will be provided with the opportunity to express concerns or complaints with respect to the treatment of the adolescent or the agency's personal information practices. All employees are available to hear concerns and they will make every effort to deal with such situations as they arise. An adolescent may express his/her concern:

- to a staff or other adolescents
- in private to a staff person
- in private to the Executive Director or Program Manager

When an alleged infraction of an adolescent's basic rights has occurred, the agency will ensure that a review is conducted regarding the concern and will seek to resolve the complaint.

Parents:

A parent of an adolescent or another person representing an adolescent may express concerns:

- in private to a staff person
- in private to the Executive Director or Program Manager

Complaint Review

Informal Stage - verbal discussion of the complaint. If there is no resolution this can lead to a Formal Review.

Formal Stage –where a written presentation of the complaint will be made to the Executive Director (or designate) who will reply directly.

If issues remain unresolved, the Executive Director will inform the Agency's President, Board of Directors and /or the Program Supervisor at the Ministry of Children and Youth Services. A third party outside the agency may be appointed to conduct a further review.