



Complaints

To ensure that if a youth or their family has a complaint or concern over the violation of any rights under the CYFSA, complaint procedure are available to them in accordance with both agency philosophy and the legislative requirements of the CYFSA.

Policy

It is recognized that situations of a serious nature may arise in which the youth or their family feel they require the immediate and direct attention by the Executive Director. The methods of making complaints known are discussed with the youth and parent or person with custody of the young person upon admission into service. A written record will be maintained on the youth's file.

Procedures

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 their 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 resolve the complaint within 30 days.

Parents:

A parent of a youth or another person representing a youth 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 Health or the Ministry of Children, Community and Social Services with 72 hours or 24 hours if it is a Serious Occurrence. A third party outside the agency may be appointed to conduct a further review. The Youth in live-in treatment, family member or someone speaking on behalf of the youth receiving either live-in treatment or non-live-in treatment services may raise the concern directly with the Executive Director through personal, telephone or written contact.

The youth, family member or someone speaking on behalf of the youth receiving either live-in treatment or non-live-in treatment services may contact the Ombudsman's Office, Ministry of Children, Community and Social Services or the Ministry of Health and information regarding how to this will be provided.

Complaints While Residing in Live-In Treatment

Within the live-in treatment, a special procedure has been developed to enable the client to contact the Executive Director in confidence and without having to discuss the nature of the concern or even their wish to speak with the Executive Director to live-in treatment staff. This procedure allows the client to raise a concern outside of the live-in treatment program without being dependent upon live-in treatment staff to convey the message.

Each adolescent, upon admission to a live-in treatment program, shall be given a sealed envelope with their name inside, to keep in their personal possession which they can deposit in a prearranged location in the live-in treatment program should they need to contact the Executive Director. The sealed envelope will be forwarded immediately to the Executive Director. Staff will not tamper with the envelope or do anything to impede the Executive Director's receipt of it. Within 24 hours the Executive Director will contact the adolescent to discuss the concern.

Further action required to resolve the complaint shall be undertaken as quickly as possible. Notice of the formal complaint shall be documented in the adolescent's file.

If resolution of the complaint of an adolescent in live-in treatment care cannot be resolved within the Agency, the complaint shall be directed to the Ombudsman's Office, Ministry of Children, Community and Social Services or the Ministry of Health. The appropriate staff shall assist the adolescent, family member or person advocating on the adolescent's behalf to forward this complaint. A copy of the complaint shall be forwarded to the local Ministry Officer and the Executive Director of Frontenac Youth Services. The complaint shall be noted in the client's file.

If the adolescent, family member or person advocating on the adolescent's behalf requires assistance in forwarding a formal complaint at any level, it shall be quickly made available to them by the appropriate staff.

Any interference in the complaint procedure may result in disciplinary action.