

Complaint Process for Aboriginal Children and Youth

Fraser Valley Aboriginal Children and Family Services complaint resolution process is guided by the principles of administrative fairness and the following principles and standards:

Dignity and Respect: Individuals, including children and youth, and families have the right to have their concerns dealt with thoroughly and with due consideration. Individuals have the right to be treated with dignity and respect, with consideration given to their perspectives, views and feelings.

Cultural Responsiveness: The Agency is responsive to the traditions, cultures, values and beliefs of the many different cultural groups that make up our province.

Openness: The Agency is committed to organizational openness by adapting and learning from the complaints about the services that the Agency provides.

Inclusiveness: The Agency is committed to actively including those who receive services in decision-making that affects them.

Child-Centred: The rights and best interests of the child or youth will guide the Complaint Resolution Process, regardless of who initiated the complaint. The process itself will accommodate and be sensitive to the age, capacity and developmental level of the child and the child's sense of time. Where children or youth access the Complaint Resolution Process, the outcome of the complaint will include documentation about how the child's view have been fully considered in the decision making process.

Safety from Reprisals: Individuals, including children and youth, and families have the right to bring their concerns forward and will not experience any negative repercussions as a result of doing so.

Confidentiality and Privacy: The confidentiality and privacy of individuals and families will be respected, as specified within legislation.

Right to Support/Advocacy: Individuals, including children and youth, and families have the right to involve an advocate, relative or friend to support them through the Complaint Resolution Process.

Accessibility: The Agency's Complaint Resolution Process will be well publicized and easily accessible.

Timeliness: All concerns will be responded within a time frame that suits the nature of the complaint and that respects the unique needs of the individual.

Resolution by Agreement: Agency staff are supported and encouraged to actively work with individuals to resolve expressed concerns by agreement.



**Fraser Valley Aboriginal Children and
Family Services Society**