

FVACFSS complaint process is guided by the following

- Everyone has the right to be treated with dignity and respect.
- Openness to all traditions, cultures, values and beliefs.
- The rights, best interests and views of the child or youth will guide the process; regardless of who initiated the complaint.
- There will not be any negative consequences to anyone including children, youth and families, as a result of making the complaint.
- The confidentiality and privacy of individuals and families will be respected
- Everyone, including children, youth and families, has the right to involve an advocate, relative or friend to support them through the process.
- All complaints will be responded to within established time frames.
- FVACFSS will work actively to resolve complaints.

If your complaint concerns a child who may be in need of protection, please call the Helpline for Children toll free at 310-1234.

The number is available 24 hours a day and no area code is required.



Note: The photo(s) contained in this brochure do not represent any person connected to the Fraser Valley Aboriginal Children and Family Services Society.

Your FVACFSS worker's role is to support Aboriginal children and their families in a culturally appropriate way and to offer services to children, youth and families.

Most of your concerns can be addressed by talking to your worker or your worker's supervisor.

For more information, please contact:

Quality Assurance - Complaint Specialist

Phone: 604-858-0113

Toll Free: 1-800-663-9393

Fax: 604-824-2518

Address: #1-7201 Vedder Road, Chilliwack, BC V2R 4G5

Web: www.fvacfss.ca

Remember:

If you have completed the complaint resolution process and are still not satisfied, you have further options:

Director of Administrative Review

Phone: 250-356-2896

Representative for Children and Youth

Phone: 1-800-476-3933

Fax: 250-356-0837

E-mail: rcy@rcybc.ca

Web: www.rcybc.ca

Office of the Ombudsperson

Phone: 1-800-567-3247

Fax: 250-387-0198

Web: www.ombudsman.bc.ca

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PEOPLE WITH ONE MIND - ONE HEART**

FVACFSS G-009 (REV. 04-14)



Fraser Valley Aboriginal Children
and Family Services Society

Complaints and Administrative Fairness

You have the right to voice
your concerns



www.fvacfss.ca



The Fraser Valley Aboriginal Children and Family Services Society (FVACFSS) is committed to providing quality service to Aboriginal children, youth and families residing on and off reserve communities throughout the Fraser Valley.

As part of FVACFSS's commitment to Aboriginal people and communities, we have implemented a complaint resolution process to resolve child welfare issues in a fair, honest and open manner.

Most of your concerns can be addressed by talking to your worker.

What is a complaint?

A complaint is accepted if it is about a decision, act or failure to act related to a Fraser Valley Aboriginal Children and Family Services/Xyolhemeylh (FVACFSS) service. A complaint may arise if you:

- ✎ think that you are being treated unfairly and/or in a disrespectful manner;
- ✎ think that staff are not clear in stating their expectations of you;
- ✎ think that you are not being included in case planning and decision-making about yourself or a child in care;
- ✎ are concerned about your eligibility for or access to services, and/or
- ✎ if you think the rights of a child in care have been breached (see the booklet *Know Your Rights – A Guide for Young People In Care*)

Who can make a complaint?

- ✎ if you are receiving services from FVACFSS or you believe you should receive services;
- ✎ if you are representing someone who is receiving services from FVACFSS who believes they should receive services: and
- ✎ from the Representative for Children and Youth.

How does the complaint resolution process work?

FVACFSS is committed to the resolution process. You have access to two options for resolving your complaint(s):

RESOLUTION PROCESS OPTION

- ✎ In the Resolution Process, you have an opportunity to be actively involved with FVACFSS staff.
- ✎ The resolution process is the preferred option as it encourages problem solving and provides flexibility in finding a solution that you think addresses your complaint(s).
- ✎ You and FVACFSS staff will have *30 days* to complete resolution unless you agree to an extension.

ADMINISTRATIVE REVIEW OPTION

- ✎ Administrative Review provides an examination of your complaint issue(s) by a Review Authority (RA).
- ✎ The RA is a person who has had no involvement in any matters related to the complaint.
- ✎ The RA will review your complaint(s), come to a conclusion and may make recommendations.
- ✎ The Administrative Review will be completed within *30 days* unless you agree to an extension.
- ✎ You may make a request for an Administrative Review at any time during the complaints process.

Advocacy support

An advocate can participate in the complaints process with your consent. They can help you make a complaint, go with you to meetings for support or help you say what you need. Your advocate might be:

- ✎ a trusted friend
- ✎ family member
- ✎ band representative
- ✎ community professional

In the circumstance of a child and/or youth there is also an independent advocacy office, the Representative for Children and Youth (RCY) that advocates directly on their behalf to ensure that their voices and views are heard and that their rights and interests are upheld in decisions that are being made about them. The RCY also provides children, youth and adults with information, advice and referral to other agencies for support. To contact the RCY, please refer to the back of this brochure.