
Family, Youth and Child Services of Muskoka (FYCSM) recognizes that some clients served by our Agency may not be satisfied with the service they have received or are receiving.

Any person who has a complaint regarding service sought or received from Family, Youth and Child Services of Muskoka has the right to be heard and the Agency has a responsibility to provide a process through which a resolution of the problem can be reached or a response from Family, Youth and Child Services of Muskoka can be made.

When a satisfactory resolution cannot be found as a result of the deliberation between the complainant and representatives of Family, Youth and Child Services of Muskoka, the complainant will be provided with information on how to contact the Ministry of Children and Youth Services North East Regional Office.



**Family Youth and Child Services
of Muskoka**

Head Office:

49 Pine St. Bracebridge, Ontario
P1L 1K8
705-645-4426
1-800-680-4426

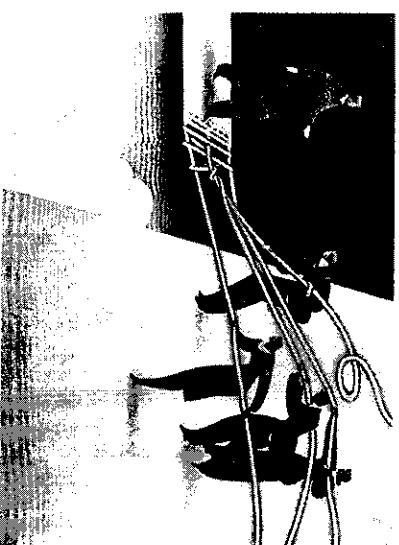
Website – www.fycsm.ca

Branch Office:

81 Main St. West, Huntsville, Ontario
P1H 1X1
705-789-8866

**Family, Youth
and Child Services
of Muskoka**

Children's Mental
Health
Client Complaint
Procedure



Complaint Procedure

- Individuals receiving service from Family, Youth and Child Services of Muskoka are asked, where possible, to review their complaints with the worker involved. Often it is advisable to document your complaint and your efforts at finding a solution.
- If a satisfactory solution cannot be found through negotiation with the worker, or it would be inappropriate to discuss the matter with a front line worker, the person will be directed to convey their complaint to the Manager of the worker. At this point the complainant may be requested to put their complaint in writing. The Manager will respond within one week and meet with the complainant and other appropriate people within one month. The Manager will document the outcome of the meeting in writing.
- If a resolution cannot be found through negotiation with a Manager, then the complainant will be directed to present their complaint in written form to the Director of Service. The Director of Service will arrange a meeting within two weeks of receipt of the written complaint. The complainant will receive a written response from the Director of

Service within one week of the meeting.

- If a resolution cannot be found through negotiation with the Director of Service, then the complainant will be directed to present their complaint in written form to the Executive Director. The Executive director will arrange a meeting within two weeks of receipt of the written complaint. The complainant will receive a written response from the Executive Director within one week of the meeting.
- If no resolution is found through the negotiations with the Executive Director then the Executive Director will provide the Board President with the complainant's written complaint and copies of Agency responses. The complainant will be advised that they will be contacted by the Board President within one week and a meeting established within one month. The Board President will respond in writing to the complainant to document the outcome of the meeting.
- If no resolution is reached with negotiations at the Board level, the client may wish to contact the Ministry of Children and Youth Services North East Regional Office to identify their complaint.

- Throughout this entire process all staff and Board representatives of Family, Youth and Child Services of Muskoka will endeavour to handle your complaints expeditiously and with sincere dedication to quality service.

