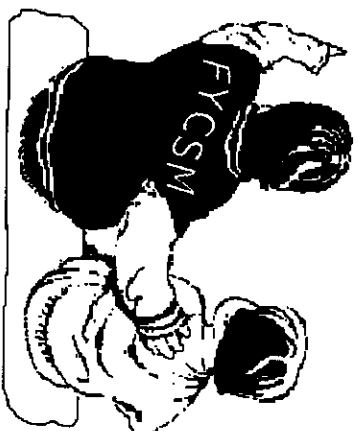


Client Bill of Rights

Family Youth and Child Services of Muskoka is committed to working with you to resolve your concerns. In addition to this pledge, you have rights. All clients have a right:

1. To be informed of your rights and have a process available to you to resolve your concerns and to be informed of all other relevant processes for the resolution of your concern or complaint.
2. To be represented or supported by another person through the processes of resolving your concerns.
3. To prompt responses to your concerns, as well as a process that moves toward resolution at the earliest possible stages.
4. To be treated at all times with respect and in a courteous manner by all employees or representatives of the agency.
5. To be kept informed as to the status of your case and you are entitled to sufficient information to allow you to participate meaningfully.
6. To privacy and confidentiality in your dealings with the agency and to have your information and confidences preserved to the extent permitted by law.
7. To have Case managers conduct themselves ethically and with professional responsibility.
8. To make a complaint or express a concern about your service without retribution or discrimination in any form.
9. To a written record of the process undertaken and any outcomes relative to your concern or complaint.



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

The Child and Family Services Review Board (CFSRB)

Phone – 1-800-728-8823 or

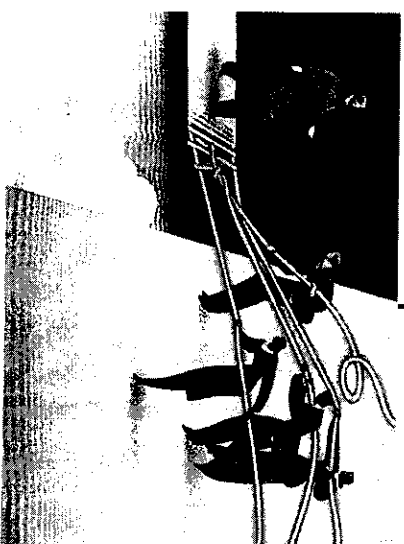
Website –

<http://www.children.gov.on.ca/en/boards/CFSRB.htm>

Family, Youth and Child Services of Muskoka

Child Welfare
Client Concerns and
Complaints

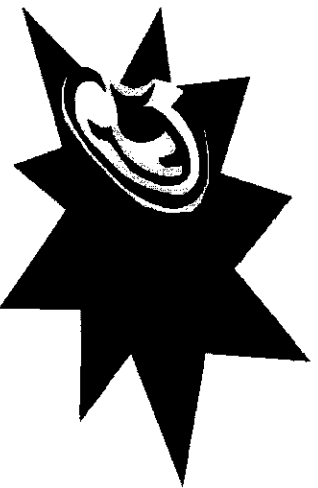
Your Right to Our
Help



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. Clients of FYCSM are entitled to a resolution of their concerns in accordance with the Child and Family Services Act (CFSA). We also realize that clients are interested in efficient resolutions of their concerns. FYCSM provides problem resolution opportunities two ways:

1. **Client concerns** - Client concerns are typically addressed less formally via a conversation between the client and the worker and/or the worker's manager with the aim being resolution of concerns where possible.
2. **Client complaints** – These are formal and will be dealt with in accordance with the rules as directed in the CFSA.

In either process you will be listened to with the intent to resolve your concerns. It is our preference that we work together with you using either the Client Concern or Complaint Process.



Client Concern Process:

1. Talk to your worker. Most client concerns can be worked out with a frank conversation between you and your assigned worker.
2. If a satisfactory solution can't be reached with the worker or if it is inappropriate to speak to the worker, ask to speak to the worker's manager. The manager will respond within 3 days and meet with you as soon as possible and no later than 14 days from the date you asked to meet. You will receive a letter confirming the discussion. If the matter is not resolved at this stage, you can then proceed to the third step.

3. FYCSM has a Director of Services who can also be helpful in the resolution of problems. You can request a meeting with this person who will work with you to find an outcome satisfactory to all concerned. The Director of Services will respond within 3 days and meet with you as soon as possible and no later than 14 days from the date you asked to meet. The discussion and the outcome of the meeting will be confirmed in writing within 7 days of the meeting.

If at any time you are not satisfied with the Client Concern Process you can put your concerns in writing and follow the Client Complaint Process.



Client Complaint Process:

1. If you're not satisfied after step 3 of the Client Concern Process then you will be asked to put your concerns into writing to the Executive Director of the agency.
2. The Executive Director will review your complaint as to its eligibility for review under the internal complaints procedures as directed under the Child and Family Services Act. You will receive notification within seven days of the receipt of your letter as to the decision on eligibility.

3. If eligible you will be asked to meet with the agency's Internal Complaints Review Panel (ICRP) within 14 days of the eligibility decision.

4. The panel will inform you within 14 days after the meeting of the outcome of their deliberations.

The Child & Family Services Review Board

You have a right at any time if you feel that either process does not adequately address your concerns to contact the Child and Family Services Review Board (contact information on reverse) to move your complaint through the Review Board. FYCSM can provide you with information and an application.