

IF YOU ARE NOT A CLIENT OF THE AGENCY

Register your complaint with the Intake Supervisor at 705-360-7100.

This person will put you in touch with the most appropriate staff member to handle your concern.

IF YOU ARE A CLIENT OF THE AGENCY

STEP 1: DISCUSSION WITH YOUR WORKER

Discuss your complaint with your Worker.

If your Worker is unavailable when you call, please leave a message with a telephone number where you can be reached.

Discussion with your Worker gives you both a chance to look for a solution to your complaint. If it helps, write out what the problem is and give it to your Worker. You may want to have a friend or advisor come with you when you meet with your Worker.

If you and your Worker solve the problem, you do not have to move to Step 2.

STEP 2: DISCUSSION WITH SUPERVISOR

If your complaint was not solved at Step 1, contact your Worker's Supervisor.

Tell the Supervisor that Step 1 did not solve your problem. If the problem cannot be solved over the telephone, the Supervisor will meet with you. You may bring a friend or advisor to help you.

The Supervisor may ask you to sign a consent giving the Agency permission to share information in your case file that would help in solving the problem.

It is also the Supervisor's job to speak to your Worker to find out what has been done to try to solve the problem.

No later than 1 week after your meeting with the Supervisor, you can expect:

- A letter setting out any agreement you and the Supervisor have reached as a result of your meeting;

OR

- If a solution was not reached, a letter setting out the Supervisor's decision regarding your complaint.

STEP 3: DISCUSSION WITH A PROGRAM MANAGER

If your complaint was not solved at Step 2, contact the Program Manager.

Tell the Program Manager that Step 2 did not solve your problem. If the problem cannot be solved over the telephone, the Program Manager will meet with you. You may bring a friend or advisor to help you.

The Program Manager may ask you to sign a consent giving the Agency permission to share information in your case file that would help in solving the problem.

It is also the Program Manager's job to speak to the Supervisor and Worker to find out what has been done to try to solve the problem.

No later than 1 week after your meeting with the Program Manager, you can expect:

- A letter setting out any agreement you and the Program Manager reached as a result of your meeting;

OR

- If a solution was not reached, a letter setting out the Program Manager's decision regarding your complaint.

STEP 4: DISCUSSION WITH A DIRECTOR OF SERVICES

If your complaint was not solved at Step 3, contact the Director of Services.

Tell the Director of Services that Step 3 did not solve your problem. If the problem cannot be solved over the telephone, the Director of Services will meet with you. You may bring a friend or advisor to help you.

The Director of Services may ask you to sign a consent giving the Agency permission to share information in your case file that would help in solving the problem. It is also the Director of Service's job to speak to the Program Manager, Supervisor and Worker to find out what has been done to try to solve the problem.

No later than 1 week after your meeting with the Director of Services, you can expect:

- A letter setting out any agreement you and the Director of Services reached as a result of your meeting;

OR

- If a solution was not reached, a letter setting out the Director's of Service's decision regarding your complaint.

STEP 5: DISCUSSION WITH THE EXECUTIVE DIRECTOR

If your complaint was not solved at Step 3, contact the Executive Director of the Agency.

The Executive Director will set a meeting with you. It is the Executive Director's job to find out the steps that have been taken to solve your complaint. The goal of your meeting will be to look for a solution to your problem. You may bring a friend or advisor to the meeting.

No later than 1 week, you can expect from the Executive Director:

- A letter setting out any agreement you and the Executive Director have reached as a result of your meeting;

OR

- If a solution was not reached, a letter setting out the Executive Director's decision regarding your complaint.

STEP 6: DISCUSSION WITH THE BOARD OF DIRECTORS

This is the Step you take if Step 4 did not solve the problem.

You contact the President of the Board of Directors.

This person will arrange a meeting for you with a committee of the Board of Directors that has responsibility for reviewing a complaint about the services of the Agency. This person will contact you with a date, time and place of the meeting with this committee. You may bring a friend or advisor if you find that helpful.

The Executive Director will provide a summary of your case to the committee. You will receive a copy of the same. The committee will listen to your complaint, and consider the previously attempted solutions and other possible alternatives.

You can expect, no later than 30 days after your meeting with the committee:

- A letter from the committee setting out the solution if you and the committee have found a solution;

OR

- A letter from the committee stating that together you did not find a solution and information setting out your rights under the Child and Family Service Act.

If you are dissatisfied with anything about the service you are receiving from NEOFACS, or if you think something should be available to you and it isn't, we need to know. We need to know because we try hard to offer the best service possible. If there is a problem or a difference of opinion, we want to do our best to work with you.



***Head Office
TIMMINS***

707 Ross Avenue East
Timmins, ON P4N 8R1
Telephone: (705) 360-7100
Fax: (705) 360-7200

***District Office
KAPUSKASING***

29 Kolb Avenue
Kapuskasing, ON P5N 1G2
Telephone: (705) 335-2445
Fax: (705) 335-4391

***District Office
KIRKLAND LAKE***

6 Tweedsmuir Road
Kirkland Lake, ON P2N 1H9
Telephone: (705) 567-9201
Fax: (705) 568-8787

If French is the language of service, service complaints will be responded to in French. If an investigation into the complaint is warranted, the investigation will be conducted in French and if necessary facilitated through the use of a translator if agreed upon.

Complaints regarding French Language Services will be responded to as per the Agency's complaints procedures in consultation with the Coordinator of French Language Services who will provide any action or assistance as required.



Service Complaint Procedures

