

Hearing from you

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.

If your comment, compliment or concern is regarding a Child Welfare program or service, please visit our website, and review the ***Child Welfare Comments, Compliments and Concerns Brochure***.

www.neofacs.org/service-complaints

If you require the information contained in this brochure in a different format, please call NEOFACS at 705-360-7100 or email info@neofacs.org.

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

CHILD AND YOUTH MENTAL HEALTH, PREVENTION PROGRAMS, YOUTH JUSTICE, VOLUNTEER SERVICES, AND COMMUNITY SERVICES.

Comments, compliments, concerns

North Eastern Ontario
Family and Children's
Services is interested in
hearing from you.



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

Informal Service Complaint:

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 your complaint is not resolved, with the worker, you may choose to make a verbal complaint to the Program Supervisor, Service Manager, Director of Service or Executive Director.

If your informal complaint was not resolved, you may want to proceed with the formal service complaint.

Formal Service Complaint:

FORMALIZING YOUR COMPLAINT WITH MANAGEMENT

If you want to make a formal complaint, you must do so in writing, specifying the concerns or issues requiring resolution.

You may make the complaint in the language of your choice. Please deliver or mail your written complaint to one of our offices, to the attention of the Program Supervisor, or Service Manager.

What you can expect:

To be contacted by the Supervisor to see how you would like your complaint handled.

There will be an internal review of the complaint. The Supervisor will meet with your worker to discuss what has been done to resolve the complaint.

You may be asked to meet with the Supervisor, you may bring a friend or advisor to help you.

If the complaint has been resolved, you may expect a letter within 7 working days. This letter will confirm the actions taken to satisfy the complaint.

If your formal complaint was not resolved, you may want to proceed by requesting a review with the Executive Director and or the Chair of the Board of Directors.

Please note that a complaint can be made to the College of Registered Psychotherapists of Ontario (CRPO) or the Ontario College of Social Workers and Social Service Workers (OCSWSSW) for Child and Family Intervention Workers in the Mental Health Counselling and Therapy Program.