

Why can't I get the service I need?

My rights are being ignored

I have the right to be involved in decisions being made about me

I feel disrespected

This decision is unfair

Do you feel like nobody's listening?

Complaint Process for Youth

use your voice

BRITISH COLUMBIA

You have the right to be heard!
Use your voice!

When things go wrong:

- Tell someone you trust.
- Ask for help if you need it.

By telling us about your concern or problem, it will help us make things better for you and help us improve our services.

You won't get in trouble!



you can complain

to the Ministry of Children and Family Development or a Delegated Aboriginal Agency (DAA) if you:

- are in care or receiving services
- think you should receive services

You can do this:

- **Talk to your worker** about what's going on
- **Fill in the complaint form** online
- **Mail or email** your complaint, or
- **Call your local ministry or DAA office and ask to speak to the complaints specialist**

To contact your local ministry office

call toll-free

1 877 387-7027

and ask to be connected to the right person.

Toll-Free Telephone Device for the Deaf (TTY):

In Vancouver: 604 775-0303

Elsewhere in B.C.: 1 800 661-8773

talk to your worker or call toll-free



when things go wrong

1. **Talk to your worker** about the problem. This is often the quickest and easiest way to solve a problem.
2. If that doesn't work, contact your local ministry or Delegated Aboriginal Agency (DAA) office and ask to speak to the complaints specialist.

If you call a ministry or Delegated Aboriginal Agency complaints specialist:

1. The complaints specialist will call you back as soon as possible and talk to you about your concerns.
2. If you haven't already done this, they can help you talk to your worker or the supervisor about what's bothering you and help you come to a resolution.
3. At any time you can ask for an Administrative Review. A person who has had no involvement in your complaint will review your complaint issues and make a decision. You will receive an explanation for the decision.

If you're still not happy or think the decision is unfair you can contact the Ombudsperson. The Ombudsperson does not work for the Ministry of Children and Family Development. It is the Ombudsperson's job to answer your questions and make sure you are treated fairly by government services. You can contact the Ombudsperson at any time during the process.

Office of the Ombudsperson
Toll-Free 1 800 567-3247
Web: www.bcombudsperson.ca

and remember

- You won't get into trouble.
- We are here to help.
- We want to hear from you.
- You CAN and SHOULD ask for help.
- Your ideas are important.
- You HAVE RIGHTS!

Please **call toll-free 1 877 387-7027** to be connected to your local ministry office or your Delegated Aboriginal Agency, and ask to be connected to a complaints specialist.

Please click on the link below for a list of Delegated Aboriginal Agencies.

www.mcf.gov.bc.ca/about_us/aboriginal/delegated/pdf/agency_list.pdf

Toll-Free Telephone Device for the Deaf (TTY):

In Vancouver: 604 775-0303

Elsewhere in B.C.: 1 800 661-8773

or email Ihavesomethingtosay@gov.bc.ca

you can get help

You can contact an advocate who will support you in making a complaint. An advocate is someone who can help you get your problem solved. An advocate will help you use your voice so you can be your own best advocate or will speak on your behalf if you need help. They might be a trusted friend, foster parent, caregiver, teacher or worker.

The Representative for Children and Youth is also an advocate that you can call for help.

The Representative for Children and Youth

Toll-Free 1 800 476-3933

Web: www.talktotherep.ca

you can give feedback

We want to hear your feedback—positive or negative. Maybe you have an idea for change? Maybe you just want to give a compliment?

You can use the same written form—or speak to a ministry or Delegated Aboriginal Agency complaints specialist—to talk about what's on your mind.

Useful Information and Resources

- MCFD's complaints process website
www.mcf.gov.bc.ca/complaints/index.htm
- MCFD Youth Services
www.mcf.gov.bc.ca/youth/index.htm
- Know Your Rights: A Guide to Rights for Young People in Care
www.mcf.gov.bc.ca/foster/pdf/know_your_rights.pdf
- Federation of BC Youth In Care Networks
www.fbcycn.ca
- B.C.'s Helpline for Children: 310-1234 is accessible from anywhere in the province (no area code required).

If you would like to talk to someone in your own language, ask your worker for a translator.

Special thanks to COR (The Choices of Reality) Youth Advisory Council of MCFD's Vancouver Coastal Region for their creative and driving force in developing this brochure.