



***If you have a complaint, write, call
or fax your complaint to this
address or one of these numbers:***

**Weechi-it-te-win Family Services
Inc.**

1457 Idylwild Drive

P.O. Box 812

Fort Frances, Ontario P9A 3N1

Phone: 807-274-3201

Toll Free: 1-800-465-2911

Fax: 807-274-8435

**We'll answer your questions and
help you through the complaint
process.**

In Summary

- 1.** Tell the person immediately, maybe it was an honest mistake or misunderstanding.
- 2.** Send your complaint to "Any Senior Operating Staff" at WFS.
- 3.** Appeal your complaint to the WFS Executive Director.
- 4.** Appeal your complaint to the WFS President.
- 5.** Ask for your complaint to be heard by a conventional or traditional forum.

If the final decision of WFS is not acceptable to you, you may take your complaint to the Area Manager of the Ministry of Child and Youth Services or the Provincial Courts.



**Weechi-it-te-win
Family Services Inc.**

**Service Complaint
Procedure for WFS
Clients**

***If you're unhappy with our
services, please let us know.
Here's how...***



If you have a complaint about our services or the conduct of our staff, you have a right to be heard.

Weechi-it-te-win Family Services (WFS) exists to serve the children and families of our member communities. If you or a member of your family is seeking or receiving services from WFS, we are required by law to respond to any complaint you have about our services or the conduct of our staff.

We want to know about your concerns, so we can continue to improve our services and earn the good will and trust of the people we serve. To be sure we respond to all complaints fairly, consistently and with respect, we have a five-step process for consideration of your complaint.

Step 1: TELL THE PERSON IMMEDIATELY.

Don't hesitate to let our staff know if you're dissatisfied with our services or the way you've been treated. It's your right to complain and our staff are there to assist you. Maybe the offending person misunderstood your circumstances or something you said; or maybe our policies are confusing to you. Hopefully, our staff can address your concerns immediately; if you're not satisfied after ten working days, you may go to Step 2.

If you don't feel you can talk to the offending person about your complaint, you may skip this step and go to Step 2.

If your complaint is against one of the senior operating staff of WFS, you may appeal to the Executive Director. If your complaint is against the Executive Director, you may appeal directly to the WFS President.

Step 2: Write down your complaint and send it to "Any Senior Operating Staff" at WFS.

You have 30 working days from the time the incident occurred that caused your complaint to appeal to any senior WFS staff. They will send your complaint directly to the supervisor of the person your complaint is against. The supervisor will contact you to arrange a meeting with you and the offending person to try to resolve your complaint.

If you're not satisfied with the response to your complaint after ten working days, you may go to Step 3.

Step 3: Appeal your complaint to the WFS Executive Director.

The Executive Director will review your complaint and meet with you about it. You'll be notified of a decision about your complaint in a letter, within ten working days.

If the Executive Director's decision is not acceptable to you, you may go to Step 4.

Step 4: Appeal your complaint to the WFS President.

The Executive Committee of WFS will review your complaint on behalf of the Board of Directors to be sure proper procedures have been followed. You may have an advocate and an elder present. Then, you will go to Step 5.

If proper procedures have not been followed, the Executive Committee may ask the Executive Director to try to resolve the complaint with you one more time. If you're still not satisfied with the Executive Director's decision, you may go to Step 5.

Step 5: Ask for your complaint to be heard by a conventional or traditional forum.

At this point, you may ask for your complaint to be heard through a conventional or a traditional forum, such as a talking circle.

If you choose a conventional forum, the Executive Committee will meet with you to hear your complaint. You may bring an advocate and an elder with you to this meeting.

If you choose a traditional forum, the Executive Committee will arrange the forum with you and a time for you to present your complaint. You may bring an advocate and an elder.

The decision of the Executive Committee or the traditional forum is the final decision of Weechi-it-te-win in regard to your complaint.

You may take your complaint outside WFS.

If the final decision of WFS is not acceptable to you, you may take your complaint to the Ministry of Child and Youth Services or the provincial courts. WFS will provide you with the name and address of the Area Manager of the Ministry.