



ANCR Complaint Procedure

The management and employees of ANCR strive to provide a safe and respectful environment and to provide service which meets Child and Family Services Standards in every respect.

In your contact with ANCR you can expect:

- **Respectful treatment**
- **Clear and direct communication**
- **Culturally appropriate options for service**

If you wish to make a complaint about your treatment by anyone at ANCR, or if you have a concern about the way that the agency has conducted itself on a child welfare matter, you have the right to make an inquiry or complaint, and to have it handled in a transparent, fair and respectful manner.

In most circumstances complaints should first be directed to the supervisor or director of the program from which service is being received. This is generally the simplest and most direct way to resolve issues. If this approach does not resolve the issue, or if there is a circumstance that prevents you from doing so, complaints and inquiries can be made in writing to:

Executive Director- CONFIDENTIAL
Child and Family All Nations Coordinated Response Network
835 Portage Avenue
Winnipeg, MB, R3G 0N6

Where an individual has, or continues to have, concerns about the way that ANCR has conducted itself on a child welfare matter, concerns may also be raised in any of the following ways:

Through our mandating authority:

The Southern First Nations Network of Care
phone: 204-783-9190 **website:** www.southernauthority.org

Through **the Office of the Children's Advocate**
phone: 988-7440 **website:** www.childrensadvocate.mb.ca

Through **the Director of the Child Protection Branch**
phone: 945- 6964 **website:** www.gov.mb.ca/fs/childfam/child_protection.html

**The complaint policy and procedure can be found on our website www.ancr.ca , or call 944-4200 to request a printed copy.*

ANCR Inquiry and Complaint Policy

1.0 Policy Statement

The Child and Family Services Standards (1.7.3) state: All child and family services agencies and adoption agencies must establish policies and procedures for dealing with inquiries and complaints from clients, service providers and the general public.

ANCR will provide clients, collateral agencies and the public with the information they need to understand ANCR's services and to make an inquiry or complaint about those services. Complaints and inquiries will be handled in a transparent, fair and respectful manner. Wherever possible, efforts will be made to address complaints and concerns at the most direct level and to provide prompt resolution.

2.0 Policy

1. All children and families, service providers and the general public have a right to access an inquiry and complaints procedure to obtain information about the system and address any concerns regarding the type and manner of services that they receive from ANCR.
2. This internal procedure in no way limits the right children and families, service providers and the general public have to pursue their concerns through the Southern First Nations Network of Care, the Child Protection Branch (Department of Family Services and Labour), the Office of the Children's Advocate, or the Ombudsman.
3. All families will be informed about ANCR's services and complaint procedures in writing, promptly during the intake process.
4. Complaints will be handled in a confidential manner, complying with confidentiality and access provisions in legislation.
5. Complaints will be handled in a timely manner. Where a service response is required, the response time will be in compliance with CFS Standards, Section 1.1.1.
6. No bullying or retaliatory behaviour will be tolerated with respect to a complainant, whether the complaints are determined to be founded or unfounded.
7. The complaints of employees are addressed through Human Resource Services and the ANCR Collective Agreement, and not through this policy.

3.0 Procedures

Awareness of Complaints Procedures

1. ANCR service recipients will be provided a brochure at first point of face to face contact with a worker, including information about ANCR's inquiry and complaints procedure. Service providers will be provided with a brochure when services are contracted.
2. The documents provided will also inform them of their right to pursue their concerns through the Southern First Nations Network of Care, Child Protection Branch, the Office of the Children's Advocate, or the Ombudsman.
3. Members of the public will be directed to the ANCR website or mailed a brochure on ANCR's services and complaints procedure upon request.

Informal Complaints

In the course of receiving services a client may wish to make an inquiry or a complaint. Likewise a service provider contracted by ANCR to provide services may wish to make an inquiry or a complaint. The responsibility of ANCR employees is to receive, assess and respond to the complaint, and to strive to be open, respectful and solutions oriented within the constraints of the Child and Family Services Act and other relevant legislation.

1. All complaints received verbally or in writing by any member of ANCR staff will be considered informal complaints. (See below for formal complaint process.)
2. A worker receiving a complaint from a client or service provider or a member of the public will make every effort to hear and understand the complaint fully.
3. Where there is one or more potential ways to resolve the concern the worker will present the potential course(s) of action and seek cooperation and/or resolution.
4. If the worker's response does not provide satisfactory resolution for the complainant, the worker will provide the option of elevating the complaint to the direct supervisor for further review and resolution.
5. The worker will also ensure that the complainant is aware of the option of pursuing a formal complaint. If the complainant has lost or not received a copy of the complaints procedure, it will be provided at this time.
6. The worker will document the complaint in an entry on the IM where it is appropriate to do so, indicating the substance of the complaint, the proposed resolution and whether or not the matter was resolved.
7. The supervisor, upon receiving a complaint, will review the relevant documentation and follow the process as laid out for the worker (above). If the matter is not resolved informally at the supervisory level, the supervisor will again make the complainant aware of the option to pursue a formal complaint.
8. The supervisor will document the steps taken in an entry in the IM where it is appropriate to do so.
9. The complaint may also continue to be elevated informally (to the Program Director, Associate Executive Director of Service, or other applicable director.)

Formal Complaints

1. All complaints received in writing (whether letter, fax or email) by the Executive Director will be considered formal complaints.
2. In the absence of the Executive Director, the designate will act in their place.
3. The Executive Director will review the complaint, document the details and forward it with any comments or instructions to the Associate Executive Director of Service or other appropriate director for investigation and follow up. Any resulting recommendations are forwarded back to the Executive Director.
4. The assigned director will use appropriate means to investigate the complaint, which may include: file review, interview with complainant, worker, supervisor, or program director, discussion with partner agency, service provider or collaterals.
5. Time is of the essence and resolution of the issue a priority in this process. If the assigned director is able to directly resolve the issue they should do so and report the results to the Executive Director.
6. A written report will be provided to the Executive Director indicating the scope of investigation and the actions taken or recommended actions on the part of the Executive Director.
7. The Executive Director will determine a course of action and provide a written response to the complainant within 10 days of receiving the director's report.
8. All complaints and investigation reports will be kept on file for 5 years in the office of the Executive Director.