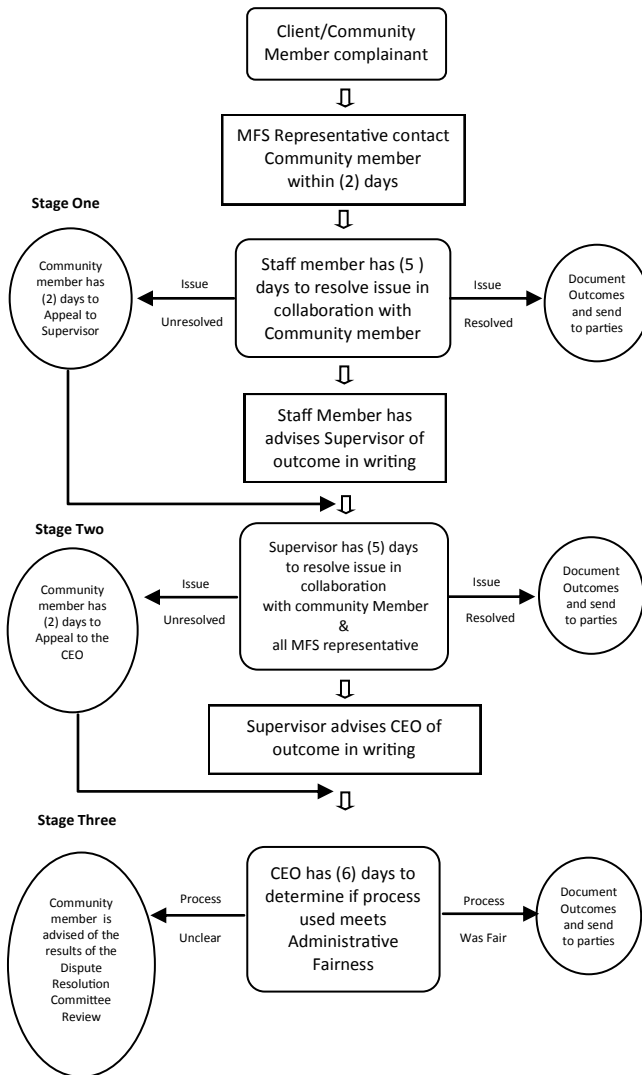


## Clients/ Community Complaints



## Métis Family Services

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Surrey BC,  
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## Métis Family Services

### Clients/Community Stakeholders Complaints Process



*A supportive agency working hand in hand to nurture, protect and promote balance within families*

## **We are committed to:**

- ∞ Treating young people with dignity and respect.
- ∞ Clear and timely communication.
- ∞ Ensuring complaints are heard by decision makers.
- ∞ Including complainants in finding solutions.
- ∞ Advocacy and complainants right to have an advocate present.
- ∞ Notice of complaint outcome(s).
- ∞ Clarity about the roles of people involved in a complaint.
- ∞ Timely decisions.
- ∞ Clarity about the roles of people involved in a complaint.
- ∞ Consistency.
- ∞ Compliance with legislation and policy.
- ∞ Cultural appropriateness in how we work with complainants.

## **How does the Public Complaint Process work?**

If you are unhappy with the services provided to you, MFS provides an public complaints process to address a complaint. Our public complaints process is guided by the principles of administrative fairness.

Complaints can include:

- How you were treated, including dignity, respect and cultural sensitivity
- Complete and adequate communication
- Eligibility of services
- Access to services

## **Public Complaints Process**

- ∞ When a member of the general public has a complaint regarding Metis Family Services or it's staff, the complainant should be provided with a Public Complaints form.
- ∞ Public Complaint forms are available by request at the Reception desk.
- ∞ Completed Public Complaints Forms shall be forwarded to the CEO who will then make a determination on whether any action needs to be taken.
- ∞ If the complaint is against the CEO, then the complaint will be forwarded to the CEO. If the complaint cannot be resolved it will then be forwarded to the President of Metis Family Services. The President will then make a determination of whether any action needs to be taken.
- ∞ If any action is to be taken, the appropriate individual will perform an investigation.
- ∞ All parties will be notified in writing of any decisions within a reasonable time frame of the complaint being filed.