

*The Ministry of Children and Family Development (MCFD) is committed to providing quality service to children, youth, families, and communities.*

As a part of this commitment, the MCFD complaints process is guided by the following principles:

- Everyone has the right to be treated with dignity and respect.
- Openness to all traditions, cultures, values and beliefs.
- The rights, best interests and views of the child or youth will guide the process, regardless of who initiated the complaint.
- There will not be any negative consequences to anyone, including children, youth and families, as a result of making a complaint.
- The confidentiality and privacy of individuals and families will be respected.
- Everyone, including children, youth and families, has the right to have a support person help them through the process.
- Consistent standards of practice are applied across the province.
- MCFD or ICFSA staff will actively work to resolve complaints.

## *you can complain*

to the Ministry of Children and Family Development or an Indigenous Child & Family Service Agency (ICFSA) if you:

- are in care or receiving services
- think you should receive services
- are a young adult and are eligible for services for young adults

You can do this:

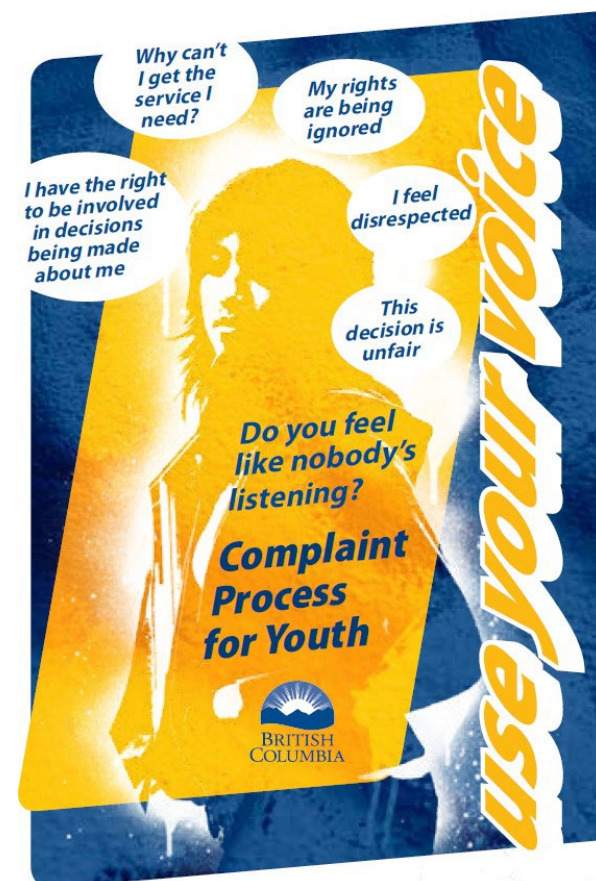
- **Talk to your worker** about your concerns
- **Email** your complaint to  
[MCF.ComplaintsProgram@gov.bc.ca](mailto:MCF.ComplaintsProgram@gov.bc.ca)
- **Call to speak to a Complaints Specialist**

**call toll-free**

**1-877-387-7027**

**and ask to speak to a Complaints Specialist**

For deaf or hard of hearing callers, our staff are familiar with Video Relay Services (VRS) and can take your call using VRS. Let us know if you need additional accommodation.



Ministry of Children and Family Development

## 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 Indigenous Child & Family Service Agency (ICFSA) office, and ask to speak to the supervisor.

**If you are still not satisfied, you can call a ministry or ICFSA complaints specialist**

1. The complaints specialist will 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 is 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 with your complaint will review your complaint issues and will reach a conclusion and make recommendations. You will receive an explanation of 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 MCFD. It is the Ombudsperson's job to answer your questions and make sure you are treated fairly by government services

**Office of the Ombudsperson**  
Toll-Free 1-800 567-3247  
Web: [www.bcombudsperson.ca](http://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!



## 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 (RCY)** is also an advocate that you can call for Help.

Young adults between 19 and their 24th birthday who are eligible for or on an AYA, eligible for or on a tuition waiver, and those eligible to receive CLBC services can contact the RCY if they feel they need support or assistance.

**The Representative for Children and Youth**  
Toll-Free 1-800-476-3933  
Web: [www.talktotherep.ca](http://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 speak to a Ministry or Indigenous Child & Family Service Agency Complaints Specialist to talk about what's on your mind.

## useful Information and Resources

- MCFD's Complaints Process for Children and Teens website
  - B.C. Government website on Youth Justice
  - Federation of BC Youth In Care Network [www.fbcyicn.ca](http://www.fbcyicn.ca)
  - **Know Your Rights: A Guide to the Rights of Young People in British Columbia** [www.fbcyicn.ca/what-we-offer/resources/know-your-rights](http://www.fbcyicn.ca/what-we-offer/resources/know-your-rights)
  - B.C.'s Helpline for Children 310-1234 is accessible from anywhere in the province (no area code)
- If you would like to talk to someone in your own language, ask your worker for a translator.