

Who Can Make a Complaint?

- Anyone who receives, or thinks they should receive MCFD services or ICFSA delegated service;
- The Representative for Children and Youth (RCY) can also make a complaint.

You can also ask another person to support you to make a complaint. This could be a friend, family member or anyone else you know.

Complaints Specialists

A Complaints Specialist will tell you about the complaints process and hear your complaint.

If your complaint is not accepted, the Complaints Specialist will explain why and tell you if there is another review process for your complaint.

For more information or to make a complaint

**Call toll-free from anywhere in Canada:
1 877 387-7027**

Ask for a Complaints Specialist

Email:
MCF.ComplaintsProgram@gov.bc.ca

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.

If your complaint is about a child who may be in need of protection, call:

1-800-663-9122 at any time of the day or night

Visit our website for more information:
<https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/child-family-service-complaints>



Ministry of
Children and Family
Development

Complaints Process

Do you have a complaint?

We want to hear from you!

Call us at 1 877 387-7027.



Ministry of
Children and Family
Development

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 IC&FSA staff will actively work to resolve complaints

What Complaints are Accepted?

You can make a complaint about the decisions and actions of any MCFD or Indigenous Child & Family Service Agencies (ICFSA) delegated services. A delegated service is a service provided under the *Child, Family and Community Services Act*.

Not all types of complaints are accepted. If there is another way to have your concern heard, the complaint will not be accepted. For example – if you are in court – you might be able to ask the court to make a decision.

The Complaints Process

When you have a disagreement with MCFD or an ICFSA you can choose either the Complaint Resolution process or an Administrative Review.

Complaint Resolution

- the Complaints Specialist helps you work with MCFD staff to resolve the complaint.
- Resolution is flexible.
- The Complaint Specialist can offer you the opportunity to engage in a facilitated discussion with MCFD staff.
- You can ask for an Administrative Review at any time.

Administrative Review

- The MCFD Administrative Review process provides an examination of complaint issue(s) about MCFD or an ICFSA services by a Review Authority (RA).
- The Review Authority will examine your complaint issue(s) and may make recommendations.
- Once the Administrative Review is complete, your complaint is closed.

What Next?

Judicial Review and Legal Supports

You may be able to apply to the British Columbia Supreme Court to conduct a Judicial Review of a decision made by the Director under the CFCS Act by filing a Petition pursuant to the Judicial Review Procedure Act. You may need legal assistance to do so.

You might find it helpful to access some free services provided by the Law Foundation of BC:

Dial-a-Law: 1-800-565-5297 or
www.dialalaw.org

Clicklaw: www.clicklaw.bc.ca

Legal Aid, Lawyer Referral Service: 1-866-577-2525

Office of the Ombudsperson

If you think the complaints process is unfair, you may contact the Office of the Ombudsperson.

Phone: 1 800 567-3247
Fax: 250 387-0198
www.bcombudsperson.ca/

Representative for Children and Youth (RCY)

The RCY supports children and youth receiving designated services or programs provided or funded by government.

www.rcybc.ca
Phone: 1 800 476-3933
Fax: 250 356-0837
Email: rcy@rcybc.ca