



ADDITIONAL RESOURCES

Weechi-it-te-win Family Services will make every effort to resolve your concerns. However, if you feel that your concerns have not been addressed in a manner that is suitable for you, you may submit your complaint to the Child and Family Services Review Board, for review, at any time:

Child and Family Services Review Board (CFSRB) established by the Minister under the Child and Family Services Act.

Contact information:

Website:

Ministry of Child and Youth Services
www.children.gov.on.ca

Telephone: (416)-327-4673
Toll free: 1-888-728-8823
Fax: 4160327-0558

PLEASE SEND WRITTEN YOUR COMPLAINT TO:

Weechi-it-te-win Family
Services
P.O. Box 812
Fort Frances, Ontario
P9A 3N1
Attention: Quality
Assurance Specialist

Telephone: (807)-274-3201
Fax: (807) 274-8435

Website: www.weechi.ca
Email:



WEECHI-IT-TE-WIN FAMILY SERVICES

GUIDE TO INTERNAL COMPLAINT PROCESS

Naag-gu-chich-chi-gaa-win

WEECHI-IT-TE-WIN FAMILY SERVICES

- If you have a concern or complaint, Weechi-it-te-win Family Services ('WFS') provides a fair and impartial resolution process to hear and resolve your concerns.
- Your concerns are important to the Agency. Hearing your concerns will provide us with an opportunity to improve our delivery of services.

NAAG-GU-CHICH-CHI-GAA-WIN COMMITTEE

Naa-gu-chich-chi-gaa-win is an Anishinaabe word which translated means to carefully consider, oversee and determine circumstances. It refers to a respectful process of examination which determines the direction or an outcome to concerns being raised.

The Naa-gu-chich-chi-gaa-win Committee has been established to provide direction or determine an outcome by overseeing the process in hearing complaints that are brought forward to the Committee by children and families receiving services from Weechi-it-te-win Family Services.

The Naag-gu-chich-chi-gaa-win Committee will assist with the fair and expeditious resolution of complaints in an impartial, confidential and independent manner.

The Naag-gu-chich-chi-gaa-win Committee will be comprised of a panel of no less than four Committee Members.



INTERNAL REVIEW PROCESS

To initiate a review of your complaint or concern, it must be received in writing by the Quality Assurance Specialist (or alternate of the Agency) and should include:

1. The nature of the complaint or disagreement;
2. Date(s) the event took place;
3. Who is affected and how;
4. Possible solution; and,
5. Name and contact information of the complainant.

A "complaint" may include any issue concerning the services provided to children and families of Weechi-it-te-win Family Services.

Please note: that the Internal Review Process will not be used for issues which are currently before the court or matters that are subject to another decision-making process.

COMPLAINTS PROCESS:

A complaint shall be resolved by using the following process:

1. Immediately upon receipt of the written complaint, it shall be referred to the Quality Assurance Specialist to assess the merits of the complaint and make a determination on a referral to the Naag-gu-chich-chi-gaa-win Committee;
2. Within 7 days of receipt of a written complaint, correspondence will be sent by the Quality Assurance Specialist to the complainant which will outline a determination of eligibility for review of the complaint by the Naag-gu-chich-chi-gaa-win Committee;
3. If a complaint is determined to be eligible for review by the Naag-gu-chich-chi-gaa-win Committee, the response will include the date, time and location for a meeting with the Committee. The meeting shall be held within 14 days after written notice is sent to the complainant. An internal review and investigation will take place after the date the written notice is sent to the complainant;
4. The Naa-gu-chich-chi-gaa-win Committee members shall make every reasonable effort to accommodate a request by the complainant to schedule the meeting at a later time as may be mutually convenient for the complainant and Naa-gu-chich-chi-gaa-win Committee members;
5. The complainant shall be permitted to bring a representative, as may be required;
6. Within 14 days after the Naa-gu-chich-chi-gaa-win Committee meeting date, a written summary on the outcome of the meeting include any agreed upon action plan or next steps will be provided to the Executive Director and complainant;
7. If the complaint is related to a service not being provided by a Customary Care team member, then the information would be referred to the First Nation to be resolved by their internal process. If unresolved within 10 business days, then the complainant may access the complaint process of WFS;
8. Utilization of Anishinaabe protocols may be included in the process;
9. The decisions of the Agency, once it has completed the Internal Review Process, are deemed final.