

Why can't I get the service I need?

My rights are being ignored

I have the right to be involved in decisions being made about me

I feel disrespected

This decision is unfair

Do you feel like nobody's listening?

Complaint Process for Youth

use your voice

BRITISH COLUMBIA

**You have the right to be heard!
Use your voice!**

When things go wrong:

- Tell someone you trust.
- Ask for help if you need it.

By telling us about your concern or problem, it will help us make things better for you and help us improve our services.

You won't get in trouble!



you can complain

to the Ministry of Children and Family Development if you:

- are in care or receiving services
- think you should receive services

You can do this:

- **Talk to your worker** about what's going on
- **Fill in the complaint form** online
- **Mail** or **email** your complaint, or
- **Call one of the Regional Complaints Consultants**

● **Interior Region**
Phone: 250 417-4176

● **North Region**
Phone: 250 992-4165

● **Fraser Region**
Phone: 604 951-5944

● **Vancouver Coastal Region**
Toll-Free Phone: 1 888 660-1548

● **Vancouver Island Region**
Toll-Free Phone: 1 888 456-8953

To contact your local ministry office

call toll-free

1 877 387-7027

and ask to be connected to the right person.

Toll-Free Telephone Device for the Deaf (TDD):

In Vancouver: 604 775-0303

Elsewhere in B.C.: 1 800 661-8773

talk to your worker or call toll-free

North Region

Vancouver Coastal Region

Interior Region

Vancouver Island Region

Fraser Region

Fort Nelson

Fort St. John

Dawson Creek

Terrace

Smithers

Burns Lake

Prince Rupert

Prince George

Quesnel

Williams Lake

Golden

100 Mile House

Revelstoke

Lillooet

Kamloops

Salmon Arm

Invermere

Merritt

Vernon

Nelson

Cranbrook

Whistler

Squamish

Penticton

Trail

Chilliwack

Osoyoos

Creston

Vancouver

Victoria

Port Hardy

Campbell River

Courtenay

Tofino

Port Alberni

Duncan

Queen Charlotte

Bella Bella

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 the Regional Complaints Consultant.

If you call the Regional Complaints Consultant:

1. The consultant will call you back within two days or sooner and talk to you about your concerns.
2. If you haven't already done this, they will help you talk to your worker or the supervisor about what's bothering you.
3. If the problem still isn't solved, the consultant will ask the manager to review your complaint and make a decision. You'll receive a letter that explains the reasons for 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 the Ministry of Children and Family Development. It is the Ombudsperson's job to answer your questions and make sure you are treated fairly by government services. You can contact the Ombudsperson at any time during the process.

Office of the Ombudsperson

Toll-Free 1 800 567-3247

Web: www.bcombudsperson.ca

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 is also an advocate that you can call for help.

The Representative for Children and Youth

Toll-Free 1 800 476-3933

Web: www.talktotherrep.ca

you can give feedback

We want to hear your feedback—positive or negative. Maybe you just want to give a compliment? Maybe you have an idea for change?

You can use the same written form—or call one of the Regional Complaints Consultants—to talk about what's on your mind.

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!**

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or email Ihavesomethingtosay@gov.bc.ca

Useful Information and Resources

- MCFD's complaint resolution website at www.mcf.gov.bc.ca/complaints/youth.htm
- MCFD Youth Services www.strongsafesupported.com (Youth section)
- *Know Your Rights: A Guide for Young People in Care* www.mcf.gov.bc.ca/foster/pdf/know_your_rights.pdf
- Federation of BC Youth In Care Networks www.fbcyicn.ca
- Your Life, Your Rights www.fbcyicn.ca/ylyr
- B.C.'s Helpline for Children: **310-1234** is accessible from anywhere in the province (no area code required)

If you would like to talk to someone in your own language, ask your worker for a translator.

Special thanks to COR (The Choices of Reality) Youth Advisory Council of MCFD's Vancouver Coastal Region for their creative and driving force in developing this brochure.