

## Agency Complaint Resolution Process

If you are currently receiving services from a Child and Family Services agency and you have a concern or complaint about the services you are receiving, the following Agency Complaint Resolution Process can be followed.



### Here is what you can do:

1. Make sure you have your workers contact info; email and work number, also document their Supervisor's name and contact info as well.
2. Be clear about what you are requesting, or with your concerns and complaints to ensure you receive a direct and clear response.
3. Remember some matters take time, if you do not hear back from the CFS worker within a week; be prepared to take your concern up to their supervisor and director.
4. Document all of your communication and their responses, this will show that you have followed the proper protocol.
5. If you feel you are still in need of help, there are more ways available to help you with your concern or complaint. You can contact the Southern First Nation Network of Care, Manitoba Advocate for Children and Youth and Southern Chiefs' Organization.



#### **Southern First Nation Network of Care**

Oversees all the work and services done by their mandating agencies and has the job of making sure services WORK for children and families. Contact the Quality Assurance Department

Toll Free: 1-800-665-5762

Local: 204-783-9190

<https://www.southernnetwork.org/site/home>



#### **Southern Chiefs' Organization – Child and Family Services System Navigator**

CFS System Navigator provides support and guidance to children, youth, individuals, families and communities in Southern Manitoba that are involved with the Manitoba Child and Family Services system. You can contact the CFS System Navigator if you require help at any time or specifically with the agency complaint resolution process

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