

If you know of a child who may be in need of protection, call the Help-line for children at:

**310-1234**

(from anywhere in BC, 24 hours a day, no area code is necessary)

### **Denisiqi Services Society**

240 B North Mackenzie Avenue  
Williams Lake, BC V2G 1N6

**Phone:** 250-392-6500

**Fax:** 250-392-6501

**Toll Free (BC ONLY):** 1-877-251-6566

**Website:** [www.densiqi.org](http://www.densiqi.org)

***DENISIQI SERVICES  
SOCIETY***

## **COMPLAINT PROCESS**



**Telephone: 250-392-6500**



## Policy on Complaints

DENISIQI strives to provide quality service to the people and communities we provide service to.

DENISIQI will respond to complaints in a fair, open, accountable, safe, timely manner; and will ensure that no reprisal will occur as a result of the complaint.

DENISIQI encourages the use of an advocate and/or support persons while participating in the complaint process.

## WHO CAN LODGE A COMPLAINT

Any person who has received service from DENISIQI can lodge a complaint.

A person can lodge a complaint if they disagree with DENISIQI's services, actions, or if they think they were treated unfairly.

## COMPLAINT RESOLUTION

### WHO WILL RESPOND TO COMPLAINTS:

#### STEP 1:

Complaints should be resolved at the level in which they occur. When a complaint arises, verbal communication will be the first course of action between the individuals for whom the dispute has arisen.

#### STEP 2:

If the matter cannot be resolved at the line worker level, or the level at which the dispute occurred, the individuals can request the Program Supervisor to assist them. The Program Supervisor will endeavor to resolve the dispute.

#### STEP 3:

If the individuals are still not satisfied with the decision made by the Program Supervisor, the individuals may contact the Executive Director.

If within fourteen (14) days of the complaint remaining unresolved, a letter clarifying the issue, and the rationale of the individual raising the concern, must be completed and submitted to the Executive Director.

#### STEP 4:

If within thirty (30) days, the matter remains unresolved, and the above process has been exhausted, the matter should be referred to the DENISIQI Complaints Committee.

Once the decision has been made about the complaint, you will receive a letter from the Executive Director telling you the decision and the reason for it. Depending on the complaint, there are many possible outcomes, such as:

- The decision you challenged may be changed;
- You may get an apology;
- The agency may make changes in areas such as policy, practice, staff training or supervision;
- The decision or action that you complained about could be found to be reasonable and fair, and therefore could not be changed.

### If you are still not satisfied with the decision made by the DENISIQI Complaints Committee you have further options:

Contact the Office of the Ombudsperson.

The Ombudsperson receives, inquires and complaints about practices and services provided by public agencies.

Phone: 1-800-567-3247

Fax: 250-387-0198

[www.bcombudsperson.ca/](http://www.bcombudsperson.ca/)

If your complaint concerns a child who may be in need of protection, call the Helpline for Children at: 310-1234 (from anywhere in BC, 24 hours a day — no area code is required)

### Once DENISIQI is approved for C3 - Voluntary and Resource Services:

Representative for Children and Youth. The Representative for Children and Youth supports children, youth and families who need help with child welfare concerns.

Phone: 1-800-476-3933

Fax: 250-356-0837

Email: [rcy@rcybc.ca](mailto:rcy@rcybc.ca)

[www.rcybc.ca](http://www.rcybc.ca)

