

Did you know?

November 2005

COMPLAINT TO THE MINISTRY

If you are in the care and custody of the Ministry of Children and Family Development and want to make a complaint, you have a right to do so.

How do I make a complaint?

The first place to start is to speak to your worker. Your worker's job is to hear your concerns, try to resolve your problems and provide you with information. If the issue is not resolved after your discussion with your worker, then ask to speak to your worker's supervisor. You can make a formal complaint to the Ministry if the problem is still not resolved. The complaint should be made to your local Ministry office. The regional Complaint's Manager will review the complaint and will inform you of the decision within 30 days. If you still disagree with the decision of the Ministry, you can ask for a further review by the Ombudsman.

What is the Ombudsman and what can they do?

The Ombudsman, an independent body, can investigate complaints from youth in the care of the Ministry and also complaints from other government agencies.

All calls to them are confidential. If they decide to investigate your complaint, an officer will call you for details. Once the investigation is over, they will inform you and the Ministry regarding the result of their investigation. You can contact them at: 1-800-567-3247 (from anywhere in BC). www.ombudsman.bc.ca

Where can I get more information?

You can also call the following for more information and support:

- 1) Federation of BC Youth in Care Networks: This is a provincial organization run by young people to help youth in care. Joining this organization gives you a chance to share common problems and explore options available to you. You can call them toll-free at: **1-800-565-8055**
- 2) Office for Children and Youth: This body monitors services provided for children and youth under the care of the Ministry. You can call them toll-free at: **1-800-476-3933**.