

Ktunaxa Kinbasket Child & Family Services Society

Complaint Resolution

You may use the complaints process if you:

- Don't agree with a decision or action
- Think you were treated unfairly or disrespectfully
- Did not get a response that you thought you should, or
- Were denied a service that you think you should receive.

Who Can Make A Complaint

Using the Complaint Process?

- A child or youth receiving or believes they should be receiving service from KCKFSS
- A family member or caregiver worried about the treatment of their family member by KCKFSS
- A Kinship (Foster) Care Parent expressing concern on behalf of their foster child (only about the child— other Kinship (Foster) Care issues are resolved using a different process
- A person acting on behalf of a child or trying to get service on behalf of a child (such as a teacher, doctor, counselor)

Who Cannot Use this Process?

- Contractors, services providers, employees of other agencies, Kinship Care Parents; etc. cannot use this process to resolve difficulties they have with KCKFSS. There are other dispute resolution processes for this.

The Fastest and Easiest Way to Solve a Problem.....

First you can try to work out your concerns with KCKFSS worker who made the decision or acted in a way that you are unhappy with. You can call and request a meeting with the worker and/or the Supervisor to try to resolve the problem. This is usually the quickest, easiest way to solve the problem.

What Can Complaints be made about?

- Being treated with respect & dignity,
- Being treated fairly/ equally,
- Sensitivity to your culture,
- Telling you what to expect in your work with KCKFSS
- Involvement in case planning and decision making about your children,
- Decisions made or should have been made by KCKFSS
- Access to or being provided services, and
- Rights of children in care

What if I still have concerns or choose not to talk to the Worker?

You can use the complaints process. You can ask to meet with the Coordinator. If you still have concerns after meeting with the KCKFSS Coordinator you may be able to meet with KCKFSS Manager.

Who Else Can I talk to?

You can also contact the Office of the Ombudsperson at 1-800-567-3247, the Representative for Children and Youth at 1-800-476-3933, or the Ministry of Children and Family Development (MCFD) at 250-387-7027 (local) or 1-877 387-7027 (toll free). These services are independent of KKCFSS and can answer questions about the complaints process and your rights.

Please note: Contact details may change over time. If you're unable to reach one of these numbers, you can find the most up-to-date information by visiting their websites:

- [Office of the Ombudsperson](#)
- [Representative for Children and Youth](#)
- [MCFD – Make a Complaint](#)

Can I have help in making a complaint?

Yes! You can bring a support person to any meeting with KKCFSS. You can choose a relative, friend, band councillor, advocate or anyone else. You can ask KKCFSS for names of people who can support you.

Sometimes a problem seems very difficult or feels overwhelming. If you feel this way a support person or advocate may help you. This person can help you speak up and be included in the process.

How can I make sure that my concerns are heard?

Writing down your concerns including key facts and events may assist you in this process. A support person can help you do this. It is not required to write down your concerns but it is very helpful. It will take less time and you will likely have a better outcome if you are clear about what your complaint is.

What if I try to make a complaint and I am told my complaint cannot be dealt with?

You can contact a KKCFSS Team Leader, Managers, Director or Chief Administrative Officer. If not successful, you can contact a KKCFSS Board Member or one of your Band Councillors and ask for support in making your complaint.

Who to issue complaints involving a decision or action of Ktunaxa Kinbasket Child & Family Services Society?

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