

## WE CAN WORK IT OUT - TOGETHER

At Kina Gbezhgomi Child and Family Services, we strive to provide exceptional services to both families and children. In the event that you have any comments, compliments, or complaints regarding our services, we are dedicated to working collaboratively with you to address the matter.

We welcome any feedback, as it enables us to acquire a better understanding of our clients and enhance the delivery of our programs and services.

### GET IN TOUCH WITH US!

Providing feedback is important to us, and we have multiple ways to receive it.

WEBSITE: [kgcfs.org/client-feedback](http://kgcfs.org/client-feedback)

MAIL OR DROP OFF IN PERSON:  
Comments, Compliments and Complaints  
Kina Gbezhgomi Child and Family Services  
98 Pottawatomi Avenue  
Wikwemikong, ON P0P 2J0

TELEPHONE: 1-800-268-1899

FAX: 1-(705) 859 -2195



SCAN FOR SURVEY

*Migwetch / Thank you*

For helping us to improve the delivery of our programs and services

## KGCFS LOCATIONS

### Main Office

98 Pottawatomi Avenue  
Wikwemkoong, ON

**Wikwemkoong Tower Office** -36 Tower St.

**M'Chigeeng Office** - 72 Hwy 551, Unit #2

**Sudbury Office** - 866 Newgate Avenue, Unit #1

## OUR SERVICES

**Servicing self-identified First Nation members residing within the Districts of Manitoulin & Sudbury**

### Cultural Services

**Customary Care • Foster Care**

**Specialized Services • Child Well-Being**

**Jordan's Principle • Youth Outreach**

**Youth in Transition and Housing Support**

**Post Majority Support Service • Rapid Response Team**

**Education Support • Volunteer Support**

**Aaz-Gaa-Bwi-Taad-Win Family Team Gathering**

**Kinship Services • Family Counsellor Program**

**Services in collaboration with First Nations Community Prevention Programs**



### VISION

Kina Gbezhgomi Child and Family Services will honour and support our family's and community's inherent authority to care for their children based on unity, traditions, values, beliefs and customs.

### MISSION

Our services ensure children are protected and stay connected with their culture, language and community while strengthening family and community relationships.

## OUR CHILDREN, OUR RESPONSIBILITY



# KGCFS

Kina Gbezhgomi Child and Family Services

COMMENTS

COMPLIMENTS

COMPLAINTS

## HOW TO SUBMIT YOUR FEEDBACK

For information about making a complaint, please contact your worker or their supervisor.

To receive the most efficient service, we encourage you to submit your comment, compliment, or complaint by completing our electronic feedback form on our website: [kgcfs.org/client-feedback](http://kgcfs.org/client-feedback)

### In addition, you can write to us at:

Comments, Compliments and Complaints  
Kina Gbezhgomi Child and Family Services  
98 Pottawatomi Avenue,  
Wikwemikong, ON  
P0P 2J0

### To fully address your feedback, we require:

- Your name, address, telephone number;
- A description of what happened including date, time and incident; and
- Where possible, the name of the employee, program or service

## WHAT TO EXPECT

Comments and suggestions for improvements will be forwarded to the appropriate office or program area for consideration. Compliments about your experience with Kina Gbezhgomi Child and Family Services will be passed to the responsible manager and/or employee for recognition.

Complaints will be handled in a confidential, efficient, professional, and impartial manner.

### You have four (4) ways of providing a complaint to Kina Gbezhgomi Child and Family Services:

1. Informal Review
2. Formal Complaints
3. Formal Complaints with the Agency's Internal Complaint Review Panel (ICRP)
4. Child and Family Services Review Board (CFSRB)

## MATTERS WE CAN REVIEW

- Concerns about services you have sought or received from Kina Gbezhgomi Child and Family Services
- Concerns about the accuracy of your service record
- Allegations that children and their parents have not been given the opportunity to be heard when decisions affecting their interests are made by the agency
- Allegations that the agency failed to provide reasons for a decision affecting your interests

## MATTERS WE CANNOT REVIEW

- Concerns about services you have sought or received from other agencies
- Issues that are before the court or have been decided by the court
- Issues that are subject to another decision - making process under the Child, Youth and Family Services Act or the Labour Relations Act

## CHILD AND FAMILY SERVICES REVIEW BOARD (CFSRB)

You may also wish to consult the Ministry of Children, Community and Social Services' website in regards to submitting a complaint to a Society on the Ministry's website: [ontario.ca/page/ministry-children-community-and-social-services](http://ontario.ca/page/ministry-children-community-and-social-services)

At any time during or after the formal complaint process, you may make an application to the Child and Family Services Review Board (CFSRB) about your complaint. Application forms for the CFSRB and information about the process are available in our offices or from the CFSRB itself by visiting the Tribunals Ontario website.

## INFORMAL REVIEW

The most direct and efficient way to resolve the issue is to discuss your concerns directly with your worker (or his/her supervisor). Informal concerns do not need to be in writing and can provide good solutions for everyone involved.

If you are unable to resolve the issues with the worker and supervisor, you may request for their Service Manager to assist in resolving the issue. You may bring a trusted support person to support you during this discussion. As well, you may bring to the meeting a representative of your First Nation. If you are not satisfied following these discussions, then you can file a formal complaint.

## FORMAL COMPLAINTS

Kina Gbezhgomi Child and Family Services has a formal complaint review process that is reviewed by the Supervisor and Service Manager. Formal Complaints must be submitted in writing. If you need help putting your complaint in writing, we suggest you ask a family member, trusted friend, or First Nation Representative to assist you. It may be sent to the agency in person, by delivery, mail, by fax, and by e-mail.

Within three (3) business days after Kina Gbezhgomi Child and Family Services receives your written complaint, the assigned Service Supervisor will contact you. We will schedule to review your concerns, this may be through teleconference or face to face meeting to understand your concerns, find areas for resolution and identify next steps.

Within seven (7) business days after the meeting with the Service Supervisor, you will be provided with a written summary of the results of the meeting, along with any agreed upon next steps. We are committed to resolving the complaint with you as quickly as possible. If you are unable to resolve the complaint with the Supervisor, you can request to meet with the Service Manager to review and resolve the complaint.

Alternatively, you may also complete a complaint to the agency's Internal Complaint Review Panel (ICRP) that is made up of a Senior Manager who has not been directly involved in your situation, and one external person who is not employed by the agency. The Formal Complaint ICRP form to provide the details of your complaint so that it can be clearly understood. This form can be provided to you or can be found on our website under contact.