

**MISSION:**

“The Haida Child and Family Services Society (HCFSS) are to become self-determining in supporting the children and the families of the Haida Nation. We intend on facilitating and restoring the respect that guided HCFSS relationships and values”.

**VISION:**

Our Duty: “To create healthy, safe environments for our children and families by developing and delivering holistic programs and services that model our traditional Haida way of life”.

**VALUE:**

Our Values: “We value what exemplifies our traditional way of life: love, respect, nurturing, caring and sharing”.

**HOW TO ACCESS SERVICES:**

**S**elf-referral through dropping in to, or phoning either the Massett or Skidegate office

**R**eferral through Ministry of Children and Family Development (MCFD)

**R**eferral from other community service agencies

**EMERGENCY CONTACT:**

If you require assistance outside our work hours, please call:

**Child Welfare Emergency:**

**310-1234 (no area code needed)**

**Or Centralized Screening MCFD:**

**1-800-663-9122**

**OR IF IMMEDIATE DANGER – RCMP:**

**(250) 626-3991**

**BOARD OF DIRECTORS**

**THE 4 POSITIONS OF THE EXECUTIVE**

**COMMITTEE CONSIST OF:**

1 Chair, 1 Vice Chair, 1 Treasurer, and 1 Secretary.

**THE B.O.D. ARE REPRESENTED BY:**

1 Member of the Council of the Haida Nation  
2 Hereditary Old Massett Chiefs  
2 Hereditary Skidegate Chiefs  
1 Member of the Old Massett Village Council  
1 Member of the Skidegate Band Council  
&  
2 Alternate Hereditary Chiefs

**OFFICE HOURS & CONTACT INFO:**

***Open from:***  
***Monday to Friday 8:30 am – 4:30pm***

**PLEASE SEND ALL MAIL TO:**  
**MASSETT, P.O. BOX 86, V0T 1M0**

**MASSETT OFFICE:**

P.O. Box 86,  
247 Eagle Ave.,  
Old Massett, BC, V0T 1M0

**Phone: 250-626-5257**  
Toll Free: 1-888-626-5257  
Fax: 250-626-5287

**SKIDEGATE OFFICE:**

191 “A”, 3<sup>rd</sup> Ave.  
Skidegate, BC, V0T 1S0

**Phone: 250-559-8400**  
Toll Free: 1- 855-559-8400  
Fax: 250-559-7746

**Website: <http://www.hcfss.bc.ca/>**



**HAIDA CHILD and  
FAMILY SERVICES  
SOCIETY**

**CLIENT  
COMPLAINT  
RESOLUTION  
PROCESS**

**INFORMATION FOR FILING AND  
RESOLVING A COMPLAINT**

**HCFSS Employees shall ensure that all HCFSS clients are informed of the Client Complaint Resolution Process.**

**Parents, family members, and children may report a complaint or concern regarding HCFSS services.**

**Attempts should be made to work out issues/concerns directly with the employee involved. However when this is not possible, HCFSS provides a formal process to address complaints.**

**The formal complaints process begins when an eligible complainant indicates that they are making a formal complaint.**

*The Executive Director will be designated to receive the formal complaint and will ensure that:*

- ❖ The complaint is documented immediately
- ❖ The complaint is logged into the complaint tracking system

#### **COMPLAINTS INVOLVING SECTION 70 OF THE CFCSA OR PROTECTION INVESTIGATIONS:**

*If the complaint alleges the breach of a child's rights, or if the complaint involves some aspect of a child protection investigation, the Executive Director will inform the Aboriginal Deputy Director's office of the complaint and outcome.*

#### **THE EXECUTIVE DIRECTOR WILL:**

- ❖ Send a letter acknowledging receipt of complaint
- ❖ Determine the eligibility of the complaint
- ❖ Obtain information from the complainant and staff regarding attempts to resolve the issue
- ❖ Ensure the complaint is not vexatious or frivolous
- ❖ Ensure that the complainant is aware of the steps in the complaint process
- ❖ Ensure that there will be an unbiased review of the complaint
- ❖ Consider the circumstances of the request and determine the scope of the review

#### **CONDUCTING THE COMPLAINT REVIEW:**

*The Executive Director will:*

- ❖ Interview the complainant and anyone else relevant to the complaint
- ❖ Conduct a file review
- ❖ Interview involved staff
- ❖ Interview service providers
- ❖ Include advocates
- ❖ Involve a mediator
- ❖ Solicit written submissions from involved parties
- ❖ Ensure a thorough and impartial review



#### **COPY OF THE DECISION**

*Upon completion of the review process, the Executive Director will:*

- ❖ Send a letter containing the finding with reasons to support the decision
- ❖ Advises the complainant of the available external review processes
- ❖ Ensures that the decision is communicated to the complainant either verbally or in writing and it is understood and asks if they are satisfied with the outcome.
- ❖ Provides a written copy to all involved in or affected by the decision.
- ❖ Logs the result of the Complaint Review into the Complaints Tracking system.

#### **APPEALS**

*If the complainant disagrees with the decision, they will have the right to, and may ask for further review, by contacting any of the following:*

- ❖ Board of Directors
- ❖ First Nations Director of Child Welfare
- ❖ Representative for Children and youth
- ❖ Office of the Ombudsman