

**PAYUKOTAYNO:** James and Hudson Bay Family Services would like to know if you are not satisfied with our services.

Should you have a concern, please talk with us. We want to ensure the best possible service to our clients. Your views can help us improve the quality of our services.

Under Section 119 of the Child, Youth and Family Services Act, you have the right to complain about decisions made by **PAYUKOTAYNO** James and Hudson Bay Family Services.

The following process and appeal procedure is available to you.

## STEP 1:

### ...TALK WITH YOUR WORKER

Sometimes problems can arise from misunderstanding. Talk with your Worker to ensure you are both responding to the same information or set of facts.

In many situations, a meeting with your Worker will clear up the matter.

The Worker is obligated to resolve your complaint within 10 days of receiving it. (5 days, if you are a foster parent).

If you are not satisfied with the Worker's explanation and the problem is not resolved, ask to speak with his or her Supervisor.

Your Worker must advise you of this next step in the complaint procedure.

## STEP 2:

### .... THE SUPERVISOR/ AND OR PROGRAM MANAGER

The Supervisor will meet with you and may invite the Worker (should you agree) to help clarify the issues.

The Supervisor/Manager has an obligation to try to resolve your complaint within 10 days of receiving it.

If you are not satisfied with the Supervisor's/Manager response, he or she must explain the next step in the complaint procedure.

## STEP 3:

### ....THE DIRECTOR OF SERVICES

The Director of Services is administratively responsible for the services you receive and the staff delivering those services. Submit your complaint in writing to the Director of Services responsible or the Supervisor and Worker.

He or she will review the written complaint together with the Executive Director of the Agency. Together they will review the Supervisor's report and meet with the people involved within 30 days.

You will receive a written response from the Agency, outlining its position (what they will do) or recommendations for resolution (ways to fix the problem). The Director of Services must also advise you of the next step in the procedure.

If you are not satisfied, your next step is to appeal to the Board of Directors

## STEP 4:

### ...THE BOARD OF DIRECTORS

The Board of Directors governs the overall operation of the Agency and its services. The Executive Director may make an appointment for you to meet with the appropriate committee of the Board. The committee will meet with you within 30 days and make its decision in writing to you within 10 days of the meeting.

The committee must also advise you of the next step in the procedure, should you remain unsatisfied.

## STEP 5:

### ...THE MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES

**PAYUKOTAYNO:** James and Hudson Bay Family Services is regulated by the province of Ontario through the Ministry of Children, Community and Social Services.

You have the option of submitting a written complaint to the Area Program Supervisor of the Ministry of Children, Community and Social Services. The Area Program Supervisor will review all the information and make a final decision on your complaint.

- **IT IS IMPORTANT** THAT YOU FOLLOW EACH OF THESE STEPS IN SEQUENCE (IN ORDER)
- IN CERTAIN CIRCUMSTANCES, EITHER AT YOUR REQUEST OR ON THE SUPERVISOR'S RECOMMENDATION, STEPS 1 AND 2 MAY BE PY-PASSED, BUT STEPS 4 AND 5 MUST BE PRECEDED BY STEP 3 IN ALL CASES
- SHOULD YOU WISH TO MAKE A COMPLAINT, BUT ARE NOT SURE OF THE APPROPRIATE OFFICE TELEPHONE NUMBER, CONTACT THE DIRECTOR OF SERVICES (MANDATED) IN MOOSONEE AT:

**(705) 336-2229 OR 1-888-298-2916**



**DID YOU HAVE A POSITIVE EXPERIENCE?**

Should you wish to share your positive experience of the services you received you can contact the Director of Services in Moosonee at:

(705) 336-2229 OR 1-888-298-2916




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**SUB OFFICES**

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**Fort Albany Payukotayno Office**  
 Fort Albany, ON P0L 1H0  
 Phone (705) 278-4856  
 Fax (705) 278-4854

**Attawapiskat Payukotayno Office**  
 Attawapiskat, ON P0L 1A0  
 Phone (705) 997-2271  
 Fax (705) 997-2299

**Kashechewan Payukotayno Office**  
 Kashechewan, ON P0L 1S0  
 Phone (705) 275-4535  
 Fax (705) 275-1155

**Peawanuck Payukotayno Office**  
 Peawanuck, ON P0L 2H0  
 Phone (705) 473-2663  
 Fax (705) 473-2664

**Moose Factory Payukotayno Office**  
 Moose Factory, ON P0L 1W0  
 Phone (705) 658-2701  
 Fax (705) 658-2702

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Or visit our website at  
[www.payukotayno.ca](http://www.payukotayno.ca)



**PAYUKOTAYNO: JAMES AND HUDSON BAY FAMILY SERVICES**

**Dissatisfied?**

**Satisfied?**

**...We Need To Know**



**STEPS FOR SERVICE COMPLAINTS AND COMMENTS**