Client Complaints

We want to provide you and your family with the best possible service. If there is a problem, we want to know about it.

NOTE: The agency will not hear complaints related to decisions made by the courts or if the complaint is a matter before the courts.

Linck

Child, Youth & Family Supports

495 Grand Avenue West
Chatham, ON
N7L 1C5

Phone: 519-352-0440
Fax: 519-352-4152

Worker: _____

Phone #: _____

Supervisor: _____

Complaint Process

STEP 1:

The best way is for you to discuss the problem with your worker. If that does not work, try speaking with your worker's supervisor or their Director of Service. If you are still not happy, you may make a formal written complaint to the Executive Director to let us know.

STEP 2:

Written Complaint: Within 7 days of the date the complaint was received, you will be invited to a meeting with the worker and the worker's supervisor. Wherever possible, this meeting will be scheduled within 14 days of receipt of your complaint. Upon conclusion of the meeting, the agency will issue a written summary of the results of the meeting including steps taken to resolve the situation.

STEP 3:

Senior Management Review: Should the complaint not be resolved at Step 2, the agency will arrange a meeting with you, the worker's supervisor and the Manager and/or the Director of Service responsible for the service area.

Wherever possible, this meeting will be scheduled within 14 days of receipt of your complaint. Upon conclusion of the meeting, the agency will issue a written summary of the results of the meeting including steps taken to resolve the situation.

STEP 4:

Internal Complaints Review Panel: Should the complaint not be satisfactorily resolved at Steps 2 or 3, you can request a Formal Complaint Review by the agency's Internal Complaints Review Panel. This panel is composed of one senior manager who has had no direct involvement with your complaint, other agency staff as necessary and one person who is external to the child protection services of the agency. They will meet with you to try to solve your problem as quickly as possible.