



Issues or Concerns (Complaint Procedure)

We at East Metro Youth Services are committed to offering the best service possible. Your thoughts and suggestions are important to us. We encourage you to comment on our performance at any time, even if you have a complaint. You can do this in writing or by speaking with your worker. If you would like to leave it in writing, please place your comment in an envelope, mark the envelope with COMMENT, and leave it with the receptionist in Suite 200 or Suite 313 (The Zone).

The following steps are offered to help you have your concern(s) heard and responded to as quickly as possible.

Step 1 Initial discussion with your Worker

First, talk to your counsellor or worker about your concern. Together, this will give you both a chance to see if you can find a way to resolve the problem. In most situations, this initial discussion will be all you need. You may find it helpful to write down your thoughts and bring that to your meeting with your worker. If you like, have a friend or advisor help you, or come with you to meet with your worker.

Step 2 Discussion with Supervisor or Manager

If, after the discussion with your worker, you are still not satisfied, please contact your worker's supervisor or manager. They will offer to meet with you within five working days. If it helps, you may have a friend or advisor come with you. The supervisor or manager may invite your worker to the meeting, or they may also meet separately with your worker to find out what has been done so far to address your concerns.

Within five working days after the meeting, you will receive a letter from the supervisor confirming the agreement you have reached. If no agreement could be reached, you will be informed of the supervisor's decision.

Step 3 Discussion with the Director

If you are not satisfied with the previous steps, you can then contact a director. You will be given an offer to meet within five working days. The director will find out from the supervisor and/or manager the steps that have been taken to solve your problem. They may ask the supervisor, or other staff, to join the meeting. If it helps, you may have a friend or advisor come with you.

Within five working days after this meeting, you will receive a letter from the director confirming the agreement you have reached. If no agreement could be reached, you will be informed of the director's decision.

Step 4 Discussion with the Executive Director

If you are not satisfied with the previous steps, you can then contact the executive director. You will be given an offer to meet within five working days. The executive director will find out from the director the steps that have been taken to solve your problem. They may ask the director, or other staff, to join the meeting. If it helps, you may have a friend or advisor come with you.

Within five working days after this meeting, you will receive a letter from the executive director confirming the agreement you have reached. If no agreement could be reached, you will be informed of the executive director's decision.

Step 5 Discussion with the Board of Directors

If you are not satisfied with the previous steps, and you feel your concerns are still not addressed, you can contact the executive director and request a meeting with representatives from our agency's Board of Directors. A meeting will be offered within thirty days of your request. If it helps, you may have a friend or advisor come with you.

Representatives from the board will have a written summary of the steps taken up until now to resolve your concern. A copy of this summary will be provided to you. During the meeting, you and the board representatives can review what has already been tried, and discuss any further options that are available to resolve the problem.

Within ten working days after this meeting, you will receive a letter from the Board of Directors informing you of the decision the Board has reached.

Step 6

If you have gone through steps one through four and are still dissatisfied, please be advised that you have the right to contact the Child Advocacy Office with your complaint at 416-325-5669 or 1-800-263-2841.