

LYNWOOD CHARLTON CENTRE

POLICY

COMPLAINTS POLICY

The Centre is committed to ensuring that the complaints process is transparent, equitable and accessible. Specifically:

- Information about how to make a complaint is readily available to all stakeholders
- Complaints can be made anonymously
- Complaints can be made verbally or in writing
- Responses to complaints will be meaningful, respectful and timely
- Complaints will not affect the quality of care for any child/youth in service

Stakeholders who are able to make a complaint include members of the public, children or youth in service or waiting for service, and their caregivers (including parents, grandparents, foster parents), visitors or a staff member from a partner agency.

Responses to complaints will vary depending on if the complaint involves the possible violation of the “Rights of A Child”, as defined in Child, Youth and Family Services Act, 2017, S.O. 2017, c. 14, Sched. 1.

A complaint that does not involve the possible violation of the “Rights of A Child” is considered a “Level 1” Complaint. A complaint that possibly involves the “Rights of A Child” is a “Level 2” Complaint.

The complaints process will be followed when a complaint is made, as outlined in the associated Complaints Procedure, AHR-2-73.