

Complaints are accepted:

- ◇ If you think that you are being treated unfairly and/or in a disrespectful manner.
- ◇ If you think staff is not clear in stating their expectations of you.
- ◇ If you think that you are not being included in case planning and decision-making about yourself and/or your child.
- ◇ If you are concerned about your eligibility for or access to LMO services.
- ◇ If you think the rights of a child in care have been breached.
- ◇ If you disagree with a plan set out for yourself and/or child.
- ◇ If you think services have not been provided in a culturally appropriate manner.
- ◇ If you are representing someone who is receiving LMO services or who believes they should receive services.
- ◇ From the Representative for Children and Youth (RCY) on behalf of a child or youth.

Complaints are not accepted if:

- ◇ The child, young adult or complainant does not want to proceed with the complaint.
- ◇ The matter is before the courts or the remedy sought would conflict with an order or decision of the court.
- ◇ The matter is eligible for a review panel hearing under the Mental Health Act (if this applies please inquire with the LMO Team Leader).
- ◇ The complaint concerns matters related to youth justice services and the person making the complaint is not authorized to access information under the Youth Criminal Justice Act.



Complaints Resolution Process

Our vision is that all Métis children, youth and families live with love, honour, dignity and respect knowing they belong to a strong, proud people with a unique heritage and cultural identity.

<u>Kamloops Office</u>	<u>Merritt Office</u>
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Voices of the Michif Elders

The Purpose

Our goal as a Métis child and family service agency is to ensure that children's safety and family wellness services are delivered to the Métis children and families in a manner consistent with our Métis values, traditions and way of caring for and honouring one another. Our Métis Elders are our teachers who will guide us in transforming services and help us accomplish this goal.



The roles of the Voices of the Michif Elders

Mentorship, Guidance and Provide Recommendations.

The role of the Voices of the Michif Elders (VME) is to provide mentorship to social work practice and to ensure that Social Workers, Family Support Workers and Caregivers caring for Métis children and youth are providing services to our children/youth and families consistent with our Métis values, beliefs and traditional ways of being.

VME may be called upon to offer recommendations regarding guardianship and child protection cases in which staff, caregivers, children/youth and/or families require guidance and support.

Conflict Resolution.

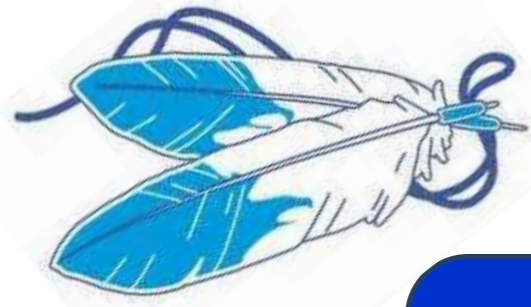
This is a process that empowers people to build mutually beneficial relationships and to resolve conflict. Conflict may occur between staff members, community partners, caregivers and clients or may arise when managing difficult or complex cases with respect to our families. Member of our VME may be called upon to facilitate a respectful resolution to conflict in a manner consistent with our Métis values, processes and traditions.

Cultural Advisors.

Michif Elders play a vital role in creating a culturally-affirming environment. Members of the VME may be called upon to serve as cultural advisors by sharing their knowledge and cultural teachings at community activities, workshops, ceremonies or other events hosted by the Society.



Lii Michif Otipemisiwak
Family and Community
Services



Stage One

Receiving a Complaint

LMO promotes natural, informal problem-solving efforts with individuals, families and service providers on a regular and day-to-day basis. This is the preferred route for addressing concerns. Should you have a complaint it is our hope you would address your concern directly with your Case Worker to find a resolution.

Should a resolution not be reached, the complaint would then move to stage two.

Stage Two

LMO Team Leader Review

The complainant completes a formal complaint form and it is submitted in confidence to the Team Leader (TL).

The TL has 30 days from the date of the acceptance letter to complete the resolution

If a resolution cannot be reached at stage 2, the TL and/or complainant will notify the LMO Executive Director and the process moves to stage 3.

Stage Three

LMO Executive Director Review

The Executive Director (ED) reviews all activity at Stage 1 and 2 to make an informed decision. The ED may seek support from the Voices of the Michif Elders.

The ED has 30 days from the date of the TL Resolution letter to present a written resolution.

If a resolution cannot be reached at stage 3 the ED and/or complainant will notify the MCFD Complaint Resolution Specialist and the process moves to stage 4.

Stage Four:

MCFD Resolution & Administrative Review

The Executive Director provides the Complaint Specialist (CS), employed by the Ministry of Children and Family Development (MCFD), the complaint, documents and all details from stages 1 to 3.

The complaint will now follow the policy and process outlined in the Ministry of Children and Family Development "Responding to Complaints" Policy and Practice Guidelines. Please contact the LMO Team Leader for copies of the Policy and Practice Guidelines or visit <http://www.gov.bc.ca/mcf/> and follow the complaints process link.

At any stage, the person making a complaint may choose to take their concerns to either:
Representative for Children and Youth: Call toll-free | 800 476-3933.

Ombudsperson: Call toll-free | 800 567-3247.

Please refer to the LMO Complaint Resolution Policy for more information and policy guidelines.