

PROCEDURE FOR RESOLUTION OF CONCERNS/COMPLAINTS

Your Concerns Are Important To Us

The Durham Family Court Clinic's (DFCC) goal is to provide high quality service to all people who access our spectrum of programs and services. If you have any concerns, DFCC wishes to work with you in resolving the matter.

To assist in ensuring you have the opportunity to reach a satisfactory conclusion, we ask that you observe the following progressive procedure.

If possible, please provide your concern or comments in writing to help ensure clarity of the issue. However, this is not a requirement.

If you have a concern but are not a client of DFCC, please feel free to bring your concerns to our attention. Please forward your comments to:

*Durham Family Court Clinic
44 Richmond Street West, Suite 201
Oshawa, Ontario
L1G 1C7*

*Fax: (905) 725-0845
Tel: (905) 436-6754
Email: dfcc@dfcc.org*

Step 1 - Primary Worker/Counsellor:

Talk to the staff member assigned to your file about your concern as soon as you believe there may be an issue. In most instances, such a discussion will resolve the matter to your satisfaction.

The Worker or Counsellor will brief DFCC's Program Director or their designate of your concern and steps taken to reach a satisfactory resolution.

Step 2 – DFCC Program Director

If talking with the Counsellor/Worker does not satisfy your concern, you may contact the Program Director who has direct responsibility for DFCC's programs and services to assist with reaching a resolution.

You may also submit your concern in writing.

At your request or if it is deemed appropriate, the Program Director will arrange a meeting with some or all parties involved.

The Program Director will also meet with the Counsellor/Worker to provide feedback on any steps that may be necessary to reach a satisfactory resolution.

At any time during Step 2, the Program Director may request involvement of DFCC's Executive Director to assist in the resolution of the concern.

Within two weeks, the Program Director will review your concern and the steps taken to reach a satisfactory resolution and send you a letter outlining the conclusions/resolutions and any corrective action that will be taken.

The Program Director will brief DFCC's Executive Director of your concern and steps taken to reach a satisfactory resolution.

Step 3 - Executive Director

If the previous steps have failed to resolve your concerns, the Program Director will consult with the Executive Director to assist in reaching a mutually satisfactory resolution.

The Executive Director will provide a written response within two weeks.

At Any Time You can Contact Ontario's Office of the Provincial Advocate for Children and Youth:

The Office of the Provincial Advocate for Children and Youth listens, problem solves, mediates complaints, negotiates with service providers or government officials, networks with the community and intercedes on behalf of children, youth or young adults when they cannot speak for themselves.

The contact information for the Provincial Advocate is as follows:

Phone: 1-800-263-2841 or 416-325-5669

Fax: (416) 325-5681

TTY: (416) 325-2648

Email: advocacy@provincialadvocate.on.ca

For more information on the Provincial Advocate, please go to the website:

<https://provincialadvocate.on.ca>

Thank you for your assistance and cooperation.