

Child Friendly Service Complaints Process	
Service Complaints	Department: ALL DEPARTMENTS
Date Approved: March 9, 2023	Date Revised: April 29, 2025
Source Reference: Child, Youth and Family Services Act (2017); Quality Standards Framework	

POLICY:

Nogdawindamin understands that from time to time anyone may not be happy with how they are treated. Anyone can share their feelings with people who work at Nogdawindamin. Anyone who shares their feelings will be heard and treated fairly. Anyone may share their feelings about things that bother, upset, or hurt them and this also includes people they love and care about.

Agency workers give out complaint brochures to everyone they meet with, so everyone knows how to make their feelings heard. Workers will explain every step, so all children know how to voice their feelings. Sometimes feelings are difficult to talk about and if a worker cannot help with the problem, other workers will help.

PROCEDURE:

1. It's okay for people not to agree. This is a hard talk to have with someone, but nothing can get better if people don't share their feelings. People will never get in trouble for sharing their feelings.
2. Anyone can share their feelings, and everyone will listen with respect.
3. Most of the time it's best if your worker is a part of the conversation.
4. Everyone involved in the situation will have a chance to talk and be heard. Sometimes all it takes to fix a problem is a conversation.
5. You should share your feelings as they happen, as soon as possible.
6. If you want, you can have a friend, or someone you trust, with you to help you talk about your feelings.
7. By sharing your feelings, you can help the Agency do good work.
8. When you share your feelings, an Agency worker will have a conversation with you as soon as possible. Please know this could take up to two (2) weeks, to have all the conversations needed. You may talk to a few Agency workers before finding an answer.

9. The best answers are where everyone involved feels heard and respected. An answer may have a few different pieces to it, where different people agree to different things. You'll be told all this information, and it will be written down and either given to you or your caregiver.
10. If you're not happy with the answer, please tell us! You're brave and we respect that you're sharing. We will try again to better understand your feelings.
11. If you're not happy and we can't find a solution, we will help you talk to a government worker.