



Artist: lessLIE

ABOUT OUR LOGO

In the spirit of spindle whorls, the logo for Surrounded by Cedar depicts an adult face with a smaller child's face inside the mouth. Surrounding these two faces are the dendrochronological rings of red and yellow cedar.



SURROUNDED BY CEDAR
CHILD & FAMILY SERVICES



→ INDIGENOUS CHILDREN NEED HOMES NOW

- Children and youth who are connected to their families, communities and cultures do better as adults.
- When Indigenous children need to be away from their families, it is important for them to be with caregivers willing to work to keep them connected to their roots.
- We look to our foster parents to fulfill this role, and to be a supportive, consistent caregiver in our children's lives.
- Being a caregiver is a challenging job with many rewards. Caregivers play a very important role in our families, and in the wellbeing of our communities and Nations.
- We are always in need of caregivers and of Indigenous families willing to open their hearts and their homes to an Indigenous child.

CONTACT US.



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THE COMPLAINTS PROCESS



Do you have a concern?

The fastest and easiest way to solve a problem is to talk to your worker directly. If this doesn't work, you can ask to speak to your worker's supervisor. If you still feel that your complaint isn't resolved, you can then ask to speak to the agency's Executive Director.

Committed to Quality Service

Guiding Principles

Surrounded by Cedar is committed to providing quality service! As part of this commitment, the complaint process is guided by the following principles:

- Everyone has the right to be treated with dignity and respect.
- Everyone has the right to have their traditions, cultures, values and beliefs respected.
- The rights, best interests and views of children and/or youth will guide the complaints process, regardless of who makes the complaint.
- There will be no negative consequences for making a complaint.
- Confidentiality and privacy will be respected.
- Everyone has the right to have a support person help them through the complaints process.
- Consistent standards of practice are applied.
- SCCFS will actively work to resolve complaints.

Surrounded by Cedar is located upon the territories of the Lekwungen people. We offer gratitude to you as the keepers of these lands and waters.

WHO CAN MAKE A COMPLAINT?

- Anyone who receives, or thinks they should receive services from SCCFS;
- The Representative for Children and Youth.

You can also ask another person to support you to make a complaint. This might be a friend, a family member, a community support person, or someone else you know.

Please Remember

- You will not be in trouble for making a complaint.
- We are here to help you.
- We want to hear from you.
- You CAN and SHOULD ask for help.
- Your ideas are important.
- You have RIGHTS!

Need an Advocate?

You can contact an advocate at the Representative for Children and Youth's (RCY) office who can support you to make a complaint. The RCY supports children, youth and young adults receiving designated services or accessing programs funded by the government.

The Representative for Children and Youth (RCY)
Toll Free: 1-800-476-3933
Website: www.talktotherep.ca



REPRESENTATIVE FOR
CHILDREN AND YOUTH

What Complaints are Accepted?

You can make a complaint about the decisions and/or actions of any delegated service offered by SCCFS. A delegated service is a service provided under the *Child, Family and Community Services Act*.

Not all types of complaints are accepted. If there is another way to have your concern heard, the complaint will not be accepted. Some examples of this include court matters or hearings under the *Mental Health Act*.

MCFD's Complaints Specialists:

If you disagree with a decision made by SCCFS or think you were treated unfairly, you have the option of contacting a Complaints Specialist at the Ministry for Children & Family Development (MCFD):

By telephone: 1-877-387-7027

By TTY: 1-800-661-8773

By email: MCF.ComplaintsProgram@gov.bc.ca

The Complaints Specialist will tell you about the complaints process and hear your complaint. If your complaint is not accepted, the Complaints Specialist will explain why and tell you if there is another process to have your complaint reviewed.

You have the option of choosing a Complaints Resolution Process or an Administrative Review.

Complaint Resolution

The Complaints Specialist can help you talk to your worker or their supervisor about your concerns and help you come to a resolution.

Administrative Review

A person who is not involved in your complaint will review your concerns and may make recommendations. You will receive an explanation for the decision. Once the Administrative Review is complete, your complaint is closed.

If you think the MCFD complaints process is unfair, you may contact the Office of the Ombudsperson by calling 1-800-567-3247.