



Complaint Policy

Introduction

The Canadian Council of Child and Youth Advocates is an alliance of legislatively mandated advocates for the rights of children and youth of which the Office of the Child and Youth Advocate/PEI is a member in good standing. A transparent and public complaint process is a component of the Canadian Council of Child and Youth Advocates National Advocacy Standards.

The Office of the Child and Youth Advocate/PEI strives towards continual improvement and is committed to providing high quality services to children and youth. If you have a complaint about any aspect of our work or service, we will do our best to listen and seek to understand your concerns. We will also try to address your complaint and learn from it which will lead to improved services for all. Staff of the Office of the Child and Youth Advocate/PEI believe that learning from a complaint is a powerful way to increase trust from persons dealing with our Office. A complaint will be addressed in a timely, accurate and concise manner and will be treated seriously, with courtesy and fairness.

What is a Complaint?

A complaint is any verbal or written expression of dissatisfaction with a service we are providing or have provided, or with the conduct of our staff.

Who Can Make a Complaint?

Any person receiving a service from the Office of the Child and Youth Advocate/PEI, or interacting with our Office staff, can make a complaint. Any person making a complaint is free to call upon the assistance of a support person at any point in the complaint resolution process.

How Can a Complaint be Made?

A complaint can be made by:

- Telephone: (902) 368 – 5630
- Email: voiceforchildren@ocyapei.ca
- In writing:
Office of the Child and Youth Advocate/PEI
119 Kent Street, BDC Place, Suite 500
Charlottetown, PEI
C1A 7N3

Who Will Handle Your Complaint?

We recognize that a complaint will initially be raised informally and dealt with promptly by the employee who has been serving or interacting with you. If you are not satisfied with the response you receive from the employee, you may ask the Deputy Child and Youth Advocate to assist in resolving your complaint.

What Can You Expect After the Deputy Child and Youth Advocate Has Received Your Complaint?

You can expect:

- Acknowledgement within 2 business days that your complaint has been received and the time frame within which you can expect a response
- The involved employee will be notified that you have contacted the Office of the Child and Youth Advocate/PEI with a complaint and will be advised of the nature of your complaint
- A response that is prompt and within the period of time communicated to you



- A respectful, fair and impartial review of your complaint
- A clear and understandable response from the Executive Director, and in writing if you request it

If you are dissatisfied with the Deputy Child and Youth Advocate's response, you may ask the Child and Youth Advocate to hear and address your complaint.