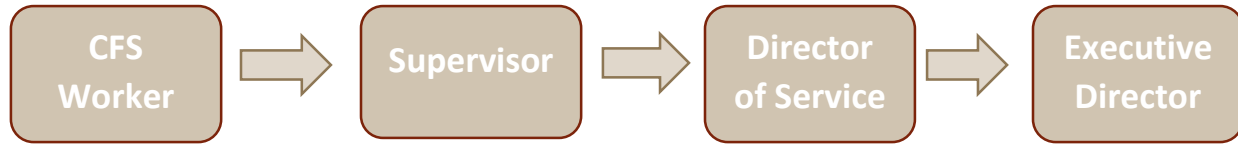




## Agency Complaint Resolution Process

The *Agency Complaint Resolution Process* is a helpful tool when dealing with the Agency. Following proper protocol is key in receiving positive outcomes.



### Here is what you can do:

1. Make sure you have your workers contact information; email and work number and document their supervisor's name and contact information as well.
2. Be clear about what you are requesting and what your concerns and complaints are to ensure you receive a direct and clear response.
3. Remember some matters take time.
4. Follow the *Agency Complaint Resolution Process* Chain of Command
  - i. CFS worker (if no response received after 1 week reach out to #2)
  - ii. Supervisor (if no response received after 1 week reach out to #3)
  - iii. Director of Service (if no response received after 1 week reach out to #4)
  - iv. Executive Director (if no response received after 1 week reach out to Southern First Nation Network of Care)
5. Document all of your communication and their responses, this will show that you have followed the proper protocol.
6. If you feel you are still in need of help, there are more ways available to help you with your concern or complaint. You may contact the Southern First Nation Network of Care (SFNNC) Intake Specialist at 204-783-9190 or email [intake@southernnetwork.org](mailto:intake@southernnetwork.org).
7. You may also contact Southern Chiefs Organization (SCO) CFS System Navigator at 204-946-1869, extension 103 or toll-free at 1-866-876-9701.

Southern First Nations Network of Care (SFNNC)  
Service Support Specialist (Intake)  
204-783-9190 or toll-free at 1 (800) 665-5762

