



Rebound Child & Youth Services – Client Complaint Procedure

Children, their parents, guardians, and/or other community members or service professionals connected with the child/youth receiving service, may report a complaint about any RCYS program or service, or about the conduct of any staff, volunteer or placement student representing Rebound Child & Youth Services. There are no limits on the nature of the complaint.

You may communicate your concerns to any staff member or volunteer of Rebound Child & Youth Services, in writing, by phone or in person.

- 1) Within twenty four (24) hours of receipt of the complaint, the agency staff or volunteers must notify the Executive Director, unless the complaint was made directly to him/her in the first place.
- 2) The Executive Director shall contact the staff or volunteer involved and inform them of the complaint, and shall conduct a thorough inquiry into the matter.
- 3) Within 10 days of receiving the complaint, The Executive Director shall relay the results and recommendations of the inquiry to the staff and/or volunteer affected, the child, the family of origin, (where applicable) and the source of the complaint (if not the child or family).
- 4) The Executive Director will summarize the complaint and the result of the inquiry to the Board of Directors during regular reports.

WHISTLE BLOWER POLICY

Staff, volunteers and students on filed placement must be aware of the code of conduct, the rights of the child and the duty to report allegations of child abuse to CAS. Regardless of who raises a concern or reports a violation of the code of conduct, they will not be retaliated against in any way, even if there is no finding of wrongdoing, so long as they have acted in good faith. Acting in good faith means acknowledging that reporting a violation is a serious matter and to be entered into where legitimate concerns arise.

Staff, volunteers, students on field placement and colleagues may report concerns relating to possible violations of the code of conduct on a confidential basis, or may report them anonymously. All reports will be kept confidential to the extent possible, while still allowing an adequate investigation.