



**PHYSICAL, EMOTIONAL,  
DEVELOPMENTAL AND COMMUNITY  
SERVICES**

## **OFFICE LOCATIONS**

### **Atikokan**

211 Main Street  
Atikokan, ON P0T 1C0  
807-597-4528

### **Dryden**

75C Van Horne Avenue  
Dryden, ON P8N 2B2  
807-223-8550

### **Fort Frances**

Ste. 201, 240 First St. E.  
Fort Frances, ON P9A 1K5  
807-274-7787

### **Kenora**

820 Lakeview Drive  
Kenora, ON P9N 3P7  
807-467-5437

### **Red Lake**

201 Howey Street  
Red Lake, ON P0V 2M0  
807-727-9064

### **Sioux Lookout**

68 Princess Street  
Sioux Lookout, ON P8T 1H4  
807-737-2086

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A light for today's challenges  
and tomorrow's potential.

## **SERVICE COMPLAINT PROCEDURE**

# Service Complaint Procedure

Your views can help us improve our services. Should you have a concern about the services you are receiving, please talk to us so that we can address it immediately. As everyone may not be comfortable presenting their concerns alone, FIREFLY welcomes you to invite a person of your choice to be present with you.

## Step 1: Talk with your Service Provider

Sometimes, concerns can arise from misunderstandings. Raise your concern with your service provider. In many situations, this step alone will lead to a resolution.

If you are not satisfied with your service provider's explanation and your concern is not resolved, ask to speak with his/her supervisor. You will be provided with information on how to contact the supervisor directly or the service provider will arrange a meeting for you.

## Step 2: Talk with the Supervisor

The Supervisor will meet with you and may also invite the service provider to help clarify the issues and to arrive at an acceptable solution.

Should your complaint not be resolved by the service provider and the supervisor, ask to speak with the C.E.O. The supervisor will arrange for you to meet with the C.E.O. or provide you with information on how to contact the C.E.O. directly.

## Step 3: Talk with the C.E.O.

The C.E.O. is administratively responsible for the services you receive and the staff delivering those services.

The C.E.O. will meet with you, your service provider and the supervisor to review your concern, examine why it has not yet been resolved and explore other possible solutions.

After this meeting, the C.E.O. will consider all the information and inform you of his/her decision in writing. The C.E.O. will also inform you that if you are not satisfied with the decision, how you may take your concern to the Board of Directors.

## Step 4: Talk with the Board of Directors

The Board of Directors governs the overall operation of the Agency and its services. The C.E.O. will make an appointment for you to meet with the appropriate Board Committee. The Committee will meet with you within 30 days and provide you with their decision within ten days of that meeting. They will also inform you of the next step, should you not be satisfied with their decision.

## Step 5: Talk to the Ministry

FIREFLY is funded by the Province of Ontario through the Ministry of Children and Youth Services. You have the right to make your concerns known to the Ministry of Children and Youth Services through the Program Supervisor. He/she will review all of the information and make a decision regarding your concern.