

## Who Can Make a Complaint?

- Anyone who is receiving or thinks they should be receiving MCFD services. If you are receiving services from an Indigenous Child and Family Agency, call them directly or call us and we will help you contact the Agency.
- You can ask another person to support you to make a complaint. This could be anyone you know and trust.

*For more information or to make a complaint:*

*Call **1 877 387-7027** and ask for a complaint specialist. Office hours are Monday to Friday 8:30am-4:00pm:*

*Email:*  
MCF.ComplaintsProgram@gov.bc.ca

Visit our website for more information:  
[MCFD Complaint Program](#)



- *Use VRS to call:* [1 877 387-7027](tel:18773877027)
- *TTY in B.C.:* [1 800 661-8773](tel:18006618773)
- *TTY in Vancouver:* [1 604 775-0303](tel:16047750303)

If you think a child or youth is being abused or neglected, call:

*1-800-663-9122 at any time of the day or night*



Ministry of  
Children and Family  
Development

*Ministry of Children and  
Family Development*

## *Complaint Program*



Ministry of  
Children and Family  
Development

**The Ministry of Children and Family Development (MCFD) is committed to providing quality service to children, youth, families and communities.**

*Do you have feedback or a complaint about MCFD services or decisions?*

**Call 1 877 387-7027 and ask to speak to a complaint specialist**

The BC Ombudsperson sets the expectations for providing services to the public and defines these as:

- **Fair Service** refers to how a person is treated in their interaction with MCFD
- **Fair Decisions** refers to the decision and must be reasonable, based on relevant information, and made with the appropriate legal authority in accordance with applicable laws and policies
- **Fair Process** refers to the process that MCFD follows to make decisions that affect you. This includes the steps MCFD takes before, during and after making the decision.

## The Complaint Processes

When you have a disagreement about the services you are receiving, or that you want to receive, there are two options that may be available to you:

### Complaint Resolution

- You discuss your concerns with a complaint specialist who will help you work with MCFD staff to address your concern.
- Complaint Resolution ensures that you are being treated fairly. It is the fastest and most effective way to address your complaints and improve your on-going relationship with MCFD staff.

### Administrative Review

- If you believe MCFD did not follow legislation or policy, contact a complaint specialist about requesting an Administrative Review.
- If your concerns meet the requirements under the *Child, Family and Community Service Regulations*, a review authority will examine your concerns.
- On completion, the review authority can only recommend that MCFD take any action that could have been done in the circumstances under review.

## What can I Complain about?

At times the complaint program may not be able to address your concern. If you should go through another process, the complaint specialist will let you know. For example:

- If the decision was made in court, you must go to court about that decision.
- If you have concerns about staff conduct, the complaint specialist will ensure your concerns are brought to the attention of the Team Leader or the Director of Operations.

## If you disagree?

Making a complaint does not mean that the decision will be changed. If you think that any of the decisions or outcomes from the MCFD Complaint Program are unfair, you may request an external review.

### Office of the Ombudsperson

The Office of the BC Ombudsperson may investigate your concerns of unfairness.

Phone: 1 800 567-3247

[www.bcombudsperson.ca](http://www.bcombudsperson.ca)

### Representative for Children and Youth (RCY)

The RCY supports children and youth receiving services or programs provided or funded by government.

[www.rcybc.ca](http://www.rcybc.ca)

Phone: 1 800 476-3933

Email: [rcy@rcybc.ca](mailto:rcy@rcybc.ca)

### Judicial Review and Legal Supports

You may be able to apply to the British Columbia Supreme Court to conduct a Judicial Review of a decision made by MCFD under the *Child, Family and Community Service Act* by filing a Petition pursuant to the *Judicial Review Procedure Act*. You may need legal assistance to do so.

You might find it helpful to access services provided by the Law Foundation of BC:

Dial-a-Law: 1-800-565-5297 or

[www.dialalaw.org](http://www.dialalaw.org)

Clicklaw: [www.clicklaw.bc.ca](http://www.clicklaw.bc.ca)

Legal Aid Lawyer Referral Service: 1-866-577-2525