

From: [Hubbard, Jocelyn MCF:EX](#)
To: [Cain, Krista A MCF:EX](#)
Cc: [Zhu, Jamie MCF:EX](#)
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Date: September 14, 2018 8:22:56 AM

Please see Jonathan's response below.

Thanks!

From: Dube, Jonathan MCF:EX
Sent: Friday, September 14, 2018 8:22 AM
To: Hubbard, Jocelyn MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

I am advised that PCMB would not have responsive records related to this FOI request. MCFD's complaints process for each type of service can be found here: <https://www2.gov.bc.ca/goCFDv/content/family-social-supports/data-monitoring-quality-assurance/child-family-service-complaints>. It is my understanding that Quality Assurance, Child Welfare Branch/Division established the Complaint Resolution Process policy

PCMB does manage the ministry's Vendor Complaint Review Process. From the perspective of core policy, the Vendor Complaint Review Process captures complaints **from vendors** regarding a procurement process or procurement policy. Disputes between the ministry and the service provider during the execution of the contract are managed through the dispute resolution process that is part of the terms and conditions of the contract. It is my understanding that the Vendor Complaint Review Process would not capture complaints from individuals/families being served.

Thank you.

From: Hubbard, Jocelyn MCF:EX
Sent: Thursday, September 13, 2018 1:42 PM
To: Dube, Jonathan MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jonathan,

Please see new FOI request below.

Thanks!
Jocelyn

From: Zhu, Jamie MCF:EX
Sent: Thursday, September 13, 2018 1:33 PM
To: Hubbard, Jocelyn MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would Finance and Corporate Services hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Mathews, Penny MCF:EX](#)
To: [Zhu, Jamie MCF:EX](#)
Cc: [Cain, Krista A MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: September 14, 2018 10:57:49 AM

Yes, this would be PDCW through the Quality Assurance Team.

I have forwarded this through to Jackie Lee and she was asking if there was an attachment?

---Penny

From: Zhu, Jamie MCF:EX
Sent: Friday, September 14, 2018 9:38 AM
To: Mathews, Penny MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Lee, Jackie MCF:EX](#)
To: [Mathews, Penny MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: September 14, 2018 11:09:46 AM

I connected with Ray and he says we have nothing to share other than the policy.

From: Mathews, Penny MCF:EX
Sent: Friday, September 14, 2018 11:07 AM
To: Lee, Jackie MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie

Attached is the document that should have been included in the original e-mail.

--Penny

From: Lee, Jackie MCF:EX
Sent: Friday, September 14, 2018 10:55 AM
To: Mathews, Penny MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
There was nothing attached. Is there an attachment as well?

From: Mathews, Penny MCF:EX
Sent: Friday, September 14, 2018 10:52 AM
To: Lee, Jackie MCF:EX
Cc: Zhu, Jamie MCF:EX; Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie

Alex advised you and your team (Ray) would be responsible for completing this.

Please see the attached FOI request, responsive records due back to exec ops by Sept 27, 2018.

--Penny

From: Zhu, Jamie MCF:EX
Sent: Friday, September 14, 2018 9:38 AM
To: Mathews, Penny MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Bronson, Ray H MCF:EX](#)
To: [Lee, Jackie MCF:EX](#)
Subject: Re: Call for Records CFD-2018-86405 Due September 27, 2018
Date: September 14, 2018 11:15:50 AM

The bottom line is that the PDCW does not hold most of the records being searched for. I believe the contractual responsibilities re SAIT all went out to the Regions years ago.

Sent from my BlackBerry — the most secure mobile device

From: Jackie.Lee@gov.bc.ca
Sent: September 14, 2018 11:12 AM
To: Ray.Bronson@gov.bc.ca
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

I expect you are correct.

From: Bronson, Ray H MCF:EX
Sent: Friday, September 14, 2018 11:08 AM
To: Lee, Jackie MCF:EX
Subject: Re: Call for Records CFD-2018-86405 Due September 27, 2018

s.13

c.13

To answer your question, no we have never received this type of request. We could only provide our policy with respect to the Complaints program. We do not hold anything else that relates to the request.

Sent from my BlackBerry — the most secure mobile device

From: Jackie.Lee@gov.bc.ca
Sent: September 14, 2018 10:56 AM
To: Ray.Bronson@gov.bc.ca
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

There was no attachment, so I have asked Penny to track this down.

Have you received this type of FOI request before? Let me know if you have any questions or concerns about pulling this info together.

Thanks,
Jackie

From: Mathews, Penny MCF:EX
Sent: Friday, September 14, 2018 10:52 AM
To: Lee, Jackie MCF:EX
Cc: Zhu, Jamie MCF:EX; Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie

Alex advised you and your team (Ray) would be responsible for completing this.

Please see the attached FOI request, responsive records due back to exec ops by Sept 27, 2018.

---Penny

From: Zhu, Jamie MCF:EX
Sent: Friday, September 14, 2018 9:38 AM
To: Mathews, Penny MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family

Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Mathews, Penny MCF:EX](#)
To: [Zhu, Jamie MCF:EX](#)
Cc: [Cain, Krista A MCF:EX](#)
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Date: September 14, 2018 11:18:30 AM

It looks like we have nothing more than the policy. Do you want that?

From: Lee, Jackie MCF:EX
Sent: Friday, September 14, 2018 11:10 AM
To: Mathews, Penny MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

I connected with Ray and he says we have nothing to share other than the policy.

From: Mathews, Penny MCF:EX
Sent: Friday, September 14, 2018 11:07 AM
To: Lee, Jackie MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie

Attached is the document that should have been included in the original e-mail.

---Penny

From: Lee, Jackie MCF:EX
Sent: Friday, September 14, 2018 10:55 AM
To: Mathews, Penny MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

There was nothing attached. Is there an attachment as well?

From: Mathews, Penny MCF:EX
Sent: Friday, September 14, 2018 10:52 AM
To: Lee, Jackie MCF:EX
Cc: Zhu, Jamie MCF:EX; Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie

Alex advised you and your team (Ray) would be responsible for completing this.

Please see the attached FOI request, responsive records due back to exec ops by Sept 27, 2018.

---Penny

From: Zhu, Jamie MCF:EX
Sent: Friday, September 14, 2018 9:38 AM
To: Mathews, Penny MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Lee, Jackie MCF:EX](#)
To: [Mathews, Penny MCF:EX](#)
Cc: [Zhu, Jamie MCF:EX](#); [Cain, Krista A MCF:EX](#); [Bronson, Ray H MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: September 14, 2018 11:20:52 AM

Thanks Penny...

The PDCW holds no records in regard to the below request. What we can provide is our Complaints Policy. We also have guidelines that may wish to be included. I have attached a link to the page that lists our relevant policy and guidelines.

<https://intranet.gov.bc.ca/mcfd/content?id=EF7D891C5AE24A3EB8F0E687BCFC8B46>

The contractual responsibilities for SAIP and the other programs referenced in the request (access supervision, assessment services and counselling) would be with the SDD/SDA's, however in reviewing this request it looks to be specific to the complaints piece, in which case we can provide the policy.

Let me know if you would like to discuss.

Thanks,

Jackie

From: Mathews, Penny MCF:EX
Sent: Friday, September 14, 2018 10:52 AM
To: Lee, Jackie MCF:EX
Cc: Zhu, Jamie MCF:EX; Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie

Alex advised you and your team (Ray) would be responsible for completing this.

Please see the attached FOI request, responsive records due back to exec ops by Sept 27, 2018.

---Penny

From: Zhu, Jamie MCF:EX
Sent: Friday, September 14, 2018 9:38 AM
To: Mathews, Penny MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Lee, Jackie MCF:EX](#)
To: [Zhu, Jamie MCF:EX](#)
Cc: [Cain, Krista A MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: September 20, 2018 1:31:49 PM
Attachments: [image001.png](#)

That sounds great...thanks Jamie!

From: Zhu, Jamie MCF:EX
Sent: Thursday, September 20, 2018 1:24 PM
To: Lee, Jackie MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

We will send the publicly accessible link and PDF the guidelines from the intranet (please see below highlighted in yellow):

View File

› [Complaints Policy](#)

Related Links

› [Complaints Policy](#)

› [Complaints Policy - Practice Guidelines](#)

› [Complaints Policy - Administrative Review Practice Guidelines](#)

Please let me know if we are missing anything and if anything from the guidelines from the intranet should be redlined.

Thank you!

Jamie

From: Lee, Jackie MCF:EX

Sent: Thursday, September 20, 2018 10:49 AM
To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>
Cc: Cain, Krista A MCF:EX <Krista.Cain@gov.bc.ca>
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

<https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/child-family-service-complaints>

The above link is publicly accessible. The below one I provided is on the intranet so is not.

I am not sure if the preference would be to include the link in the letter to the applicant or PDF. What do we normally do? I think including the link in the letter response makes sense to me, but I think we would want to be consistent with how we have responded on this type of matter previously.

Let me know if you would like to discuss.

Thanks,
Jackie

From: Zhu, Jamie MCF:EX
Sent: Wednesday, September 19, 2018 3:51 PM
To: Lee, Jackie MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

IAO is wondering if the link provided is publicly accessible? If not, will we be providing the policy and guidelines as a PDF or as links to be included in the letter to the applicant? Please advise. Thank you~

Jamie

From: Lee, Jackie MCF:EX
Sent: Friday, September 14, 2018 11:21 AM
To: Mathews, Penny MCF:EX <Penny.Mathews@gov.bc.ca>
Cc: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>; Cain, Krista A MCF:EX <Krista.Cain@gov.bc.ca>;
Bronson, Ray H MCF:EX <Ray.Bronson@gov.bc.ca>
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Thanks Penny...

The PDCW holds no records in regard to the below request. What we can provide is our Complaints Policy. We also have guidelines that may wish to be included. I have attached a link to the page that lists our relevant policy and guidelines.

<https://intranet.gov.bc.ca/mcfd/content?id=EF7D891C5AE24A3EB8F0E687BCFC8B46>

The contractual responsibilities for SAIP and the other programs referenced in the request (access supervision, assessment services and counselling) would be with the SDD/SDA's, however in reviewing this request it looks to be specific to the complaints piece, in which case we can provide the policy.

Let me know if you would like to discuss.

Thanks,
Jackie

From: Mathews, Penny MCF:EX
Sent: Friday, September 14, 2018 10:52 AM
To: Lee, Jackie MCF:EX
Cc: Zhu, Jamie MCF:EX; Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie

Alex advised you and your team (Ray) would be responsible for completing this.
Please see the attached FOI request, responsive records due back to exec ops by Sept 27, 2018.

---Penny

From: Zhu, Jamie MCF:EX
Sent: Friday, September 14, 2018 9:38 AM
To: Mathews, Penny MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

View File

- › [Complaints Policy](#)
-

Related Links

- › [Complaints Policy](#)
- › [Complaints Policy - Practice Guidelines](#)
- › [Complaints Policy - Administrative Review Practice Guidelines](#)

From: [Lee, Jackie MCF:EX](#)
To: [Zhu, Jamie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: September 20, 2018 2:53:12 PM
Attachments: [image001.png](#)

Enjoy the rest of your day Jamie!

From: Zhu, Jamie MCF:EX
Sent: Thursday, September 20, 2018 2:53 PM
To: Lee, Jackie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Sounds good, I'll send the information along. Thank you for your quick reply!

Jamie

From: Lee, Jackie MCF:EX
Sent: Thursday, September 20, 2018 2:51 PM
To: Zhu, Jamie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie...

I confirmed with Ray that there is nothing in the guidelines that should not be shared with the public, so it is ok to include these in the package. We may want to reference that our complaints policy and guidelines are currently under review (so there could be future potential changes).

Let me know if you have any further questions.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX
Sent: Thursday, September 20, 2018 2:39 PM
To: Lee, Jackie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Me again

Just double checking with you that I didn't miss anything and if anything from the guidelines from the intranet should be redline?

Thank you!

Jamie

From: Lee, Jackie MCF:EX
Sent: Thursday, September 20, 2018 1:32 PM
To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>
Cc: Cain, Krista A MCF:EX <Krista.Cain@gov.bc.ca>
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

That sounds great...thanks Jamie!

From: Zhu, Jamie MCF:EX
Sent: Thursday, September 20, 2018 1:24 PM
To: Lee, Jackie MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

We will send the publicly accessible link and PDF the guidelines from the intranet (please see below

highlighted in yellow):

View File

› [Complaints Policy](#)

Related Links

› [Complaints Policy](#)

› [Complaints Policy - Practice Guidelines](#)

› [Complaints Policy - Administrative Review Practice Guidelines](#)

Please let me know if we are missing anything and if anything from the guidelines from the intranet should be redlined.

Thank you!

Jamie

From: Lee, Jackie MCF:EX

Sent: Thursday, September 20, 2018 10:49 AM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Cc: Cain, Krista A MCF:EX <Krista.Cain@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

<https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/child-family-service-complaints>

The above link is publicly accessible. The below one I provided is on the intranet so is not.

I am not sure if the preference would be to include the link in the letter to the applicant or PDF.

What do we normally do? I think including the link in the letter response makes sense to me, but I think we would want to be consistent with how we have responded on this type of matter previously.

Let me know if you would like to discuss.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Wednesday, September 19, 2018 3:51 PM

To: Lee, Jackie MCF:EX

Cc: Cain, Krista A MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

IAO is wondering if the link provided is publicly accessible? If not, will we be providing the policy and

guidelines as a PDF or as links to be included in the letter to the applicant? Please advise. Thank you~
Jamie

From: Lee, Jackie MCF:EX

Sent: Friday, September 14, 2018 11:21 AM

To: Mathews, Penny MCF:EX <Penny.Mathews@gov.bc.ca>

Cc: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>; Cain, Krista A MCF:EX <Krista.Cain@gov.bc.ca>;

Bronson, Ray H MCF:EX <Ray.Bronson@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Thanks Penny...

The PDCW holds no records in regard to the below request. What we can provide is our Complaints Policy. We also have guidelines that may wish to be included. I have attached a link to the page that lists our relevant policy and guidelines.

<https://intranet.gov.bc.ca/mcfd/content?id=EF7D891C5AE24A3EB8F0E687BCFC8B46>

The contractual responsibilities for SAIP and the other programs referenced in the request (access supervision, assessment services and counselling) would be with the SDD/SDA's, however in reviewing this request it looks to be specific to the complaints piece, in which case we can provide the policy.

Let me know if you would like to discuss.

Thanks,

Jackie

From: Mathews, Penny MCF:EX

Sent: Friday, September 14, 2018 10:52 AM

To: Lee, Jackie MCF:EX

Cc: Zhu, Jamie MCF:EX; Cain, Krista A MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie

Alex advised you and your team (Ray) would be responsible for completing this.

Please see the attached FOI request, responsive records due back to exec ops by Sept 27, 2018.

--Penny

From: Zhu, Jamie MCF:EX

Sent: Friday, September 14, 2018 9:38 AM

To: Mathews, Penny MCF:EX

Cc: Cain, Krista A MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any **Complaint Resolution Process** Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

View File

- › [Complaints Policy](#)
-

Related Links

- › [Complaints Policy](#)
- › [Complaints Policy - Practice Guidelines](#)
- › [Complaints Policy - Administrative Review Practice Guidelines](#)

From: [Bronson, Ray H MCF:EX](#)
To: [Lee, Jackie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 1, 2018 7:52:08 AM

The QA Branch does not hold any records that would pertain to a CFS complaint resolution process involving contracted services.

From: Lee, Jackie MCF:EX
Sent: Monday, October 1, 2018 7:47 AM
To: Bronson, Ray H MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Ray...

They have amended the FOI request as per below. Do we have any records pertaining to this?

From: Zhu, Jamie MCF:EX
Sent: Friday, September 28, 2018 4:55 PM
To: Lee, Jackie MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie,

Me again.

After we sent off our response to the applicant regarding the FOI request below, they came back with a revised request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all [CONTRACTED] services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

Would this make any difference? Please let me know.

Thank you!

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Zhu, Jamie MCF:EX
Sent: Friday, September 14, 2018 9:38 AM
To: Mathews, Penny MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit

agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Bronson, Ray H MCF:EX](#)
To: [Lee, Jackie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 2, 2018 2:21:07 PM

s.13

Community-based services and programs delivered outside of the Ministry do not fall under the Ministry's Complaints Program.

Contractual matters of course are dealt with under the terms and conditions of a contract. The management of complaints raised about a local community-based program or service that the Ministry funds in part or whole would depend on the nature of the funding agreement, or the terms and conditions specified under a contract. Those matters of dispute normally would be brought to the attention of local MCFD managers in a Service Delivery Area to manage.

From: Lee, Jackie MCF:EX
Sent: Tuesday, October 2, 2018 1:34 PM
To: Bronson, Ray H MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
See below question. Can you please draft a response?

From: Zhu, Jamie MCF:EX
Sent: Tuesday, October 2, 2018 1:30 PM
To: Lee, Jackie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

The IAO came back with the note below:

The applicant is wanting to know specifically if there is a Complaint Resolution Process within Child and Family Services for all **CONTRACTED** services. AND If there is no process in place are they currently looking into making one?

The applicant already suspects that there is no process currently in place as she has tried searching for one herself, she would just like this declared.

The applicant at this stage is looking for a black and white answer so she can quote it in the letter she's going to write to the MLA.

Thank you again Jackie.

Jamie

From: Lee, Jackie MCF:EX
Sent: Tuesday, October 2, 2018 12:16 PM
To: Zhu, Jamie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Thanks Jamie!

Let me know if this comes back again with further questions or requests.

Have a terrific day.

From: Zhu, Jamie MCF:EX
Sent: Tuesday, October 2, 2018 12:15 PM
To: Lee, Jackie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie,

Roger. I will forward the response to the IAO. Thank you!

Jamie

From: Lee, Jackie MCF:EX
Sent: Monday, October 1, 2018 7:56 AM
To: Zhu, Jamie MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie...

See below response from Ray. QA Branch does not hold any records.

Thanks,

Jackie

From: Bronson, Ray H MCF:EX
Sent: Monday, October 1, 2018 7:52 AM
To: Lee, Jackie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
The QA Branch does not hold any records that would pertain to a CFS complaint resolution process involving contracted services.

From: Lee, Jackie MCF:EX
Sent: Monday, October 1, 2018 7:47 AM
To: Bronson, Ray H MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Ray...

They have amended the FOI request as per below. Do we have any records pertaining to this?

From: Zhu, Jamie MCF:EX
Sent: Friday, September 28, 2018 4:55 PM
To: Lee, Jackie MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie,

Me again.

After we sent off our response to the applicant regarding the FOI request below, they came back with a revised request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all [CONTRACTED] services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

Would this make any difference? Please let me know.

Thank you!

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

From: Zhu, Jamie MCF:EX
Sent: Friday, September 14, 2018 9:38 AM
To: Mathews, Penny MCF:EX
Cc: Cain, Krista A MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any **Complaint Resolution Process** Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Lee, Jackie MCF:EX](#)
To: [Bronson, Ray H MCF:EX](#)
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 2, 2018 2:46:52 PM

fyi

From: Lee, Jackie MCF:EX
Sent: Tuesday, October 2, 2018 2:44 PM
To: Zhu, Jamie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jamie...

s.13

Community-based services and programs delivered outside of the Ministry do not fall under the Ministry's Complaints Program.

Contractual matters are dealt with under the terms and conditions of a contract. The management of complaints raised about a local community-based program or service that the Ministry funds in part or whole would depend on the nature of the funding agreement, or the terms and conditions specified under a contract. Those matters of dispute normally would be brought to the attention of local MCFD managers in a Service Delivery Area to manage. This is the existing process that is in place in relation to contracted services.

I hope this helps to provide further clarity.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX
Sent: Tuesday, October 2, 2018 1:30 PM
To: Lee, Jackie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie,

The IAO came back with the note below:

The applicant is wanting to know specifically if there is a Complaint Resolution Process within Child and Family Services for all **CONTRACTED** services. AND If there is no process in place are they currently looking into making one?

The applicant already suspects that there is no process currently in place as she has tried searching for one herself, she would just like this declared.

The applicant at this stage is looking for a black and white answer so she can quote it in the letter she's going to write to the MLA.

Thank you again Jackie.

Jamie

From: Lee, Jackie MCF:EX
Sent: Tuesday, October 2, 2018 12:16 PM

To: Zhu, Jamie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Thanks Jamie!

Let me know if this comes back again with further questions or requests.

Have a terrific day.

From: Zhu, Jamie MCF:EX

Sent: Tuesday, October 2, 2018 12:15 PM

To: Lee, Jackie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Roger. I will forward the response to the IAO. Thank you!

Jamie

From: Lee, Jackie MCF:EX

Sent: Monday, October 1, 2018 7:56 AM

To: Zhu, Jamie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie...

See below response from Ray. QA Branch does not hold any records.

Thanks,

Jackie

From: Bronson, Ray H MCF:EX

Sent: Monday, October 1, 2018 7:52 AM

To: Lee, Jackie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

The QA Branch does not hold any records that would pertain to a CFS complaint resolution process involving contracted services.

From: Lee, Jackie MCF:EX

Sent: Monday, October 1, 2018 7:47 AM

To: Bronson, Ray H MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Ray...

They have amended the FOI request as per below. Do we have any records pertaining to this?

From: Zhu, Jamie MCF:EX

Sent: Friday, September 28, 2018 4:55 PM

To: Lee, Jackie MCF:EX

Cc: Cain, Krista A MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Me again.

After we sent off our response to the applicant regarding the FOI request below, they came back with a revised request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all [CONTRACTED] services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

Would this make any difference? Please let me know.

Thank you!

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Zhu, Jamie MCF:EX

Sent: Friday, September 14, 2018 9:38 AM

To: Mathews, Penny MCF:EX

Cc: Cain, Krista A MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any **Complaint Resolution Process** Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Zhu, Jamie MCF:EX](#)
To: [FOI Social Tech Team CITZ:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 5, 2018 10:07:21 AM

Hi Merissa,

Yes, please go ahead and release the highlighted paragraphs to the applicant.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: FOI Social Tech Team CITZ:EX

Sent: Wednesday, October 3, 2018 2:56 PM

To: Zhu, Jamie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie !

Thank you for this information, I'm hoping this is what she's looking for. My next question is, is the ministry okay with me releasing these paragraphs to the applicant:

Community-based services and programs delivered outside of the Ministry do not fall under the Ministry's Complaints Program.

Contractual matters are dealt with under the terms and conditions of a contract. The management of complaints raised about a local community-based program or service that the Ministry funds in part or whole would depend on the nature of the funding agreement, or the terms and conditions specified under a contract. Those matters of dispute normally would be brought to the attention of local MCFD managers in a Service Delivery Area to manage. This is the existing process that is in place in relation to contracted services.

Thank you !

Merissa

From: Zhu, Jamie MCF:EX

Sent: Wednesday, October 3, 2018 9:29 AM

To: FOI Social Tech Team CITZ:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Good morning Merissa,

Please find the response came back from Quality Assurance Branch - MCFD:

s.13

Community-based services and programs delivered outside of the Ministry do not fall under the Ministry's Complaints Program.

Contractual matters are dealt with under the terms and conditions of a contract. The management of complaints raised about a local community-based program or service that the Ministry funds in

part or whole would depend on the nature of the funding agreement, or the terms and conditions specified under a contract. Those matters of dispute normally would be brought to the attention of local MCFD managers in a Service Delivery Area to manage. This is the existing process that is in place in relation to contracted services.

I hope this helps to provide further clarity.

Please let me know if you would like to discuss further.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: FOI Social Tech Team CITZ:EX

Sent: Tuesday, October 2, 2018 1:23 PM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie,

As discussed on the phone. The applicant is wanting to know specifically if there is a Complaint Resolution Process within Child and Family Services for all **CONTRACTED** services. AND If there is no process in place are they currently looking into making one?

The applicant already suspects that there is no process currently in place as she has tried searching for one herself, she would just like this declared.

Thank you !

Merissa

From: Zhu, Jamie MCF:EX

Sent: Tuesday, October 2, 2018 12:22 PM

To: FOI Social Tech Team CITZ:EX

Cc: Cain, Krista A MCF:EX; Lee, Jackie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Merissa,

See below response from Quality Assurance Branch - MCFD:

QA Branch does not hold any records regarding to the request.

Please let me know if this comes back again with further questions or requests.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: FOI Social Tech Team CITZ:EX

Sent: Friday, September 28, 2018 10:56 AM

To: Zhu, Jamie MCF:EX

Cc: Cain, Krista A MCF:EX ; FOI Social Tech Team CITZ:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie,

With the response you provided, I sent to the applicant today the routinely released information.

About 10 minutes after sending her the records over email the applicant phoned to advise the

records provided were not what she was looking for. She agreed to email me with more specific details as to what she was looking for. Hoping we can provide to the applicant exactly what she is looking for, she is aware no records may exist and if that's the case just wants that said.

Please see email from applicant below:

Dear Merissa,

Thank you for your response and your time clarifying the response just now to the General Records Request under the FOIPA from MCF.

To clarify, the general records requested are:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

The three documents you gave me all relate specifically to services directly provided by MCF employees only. **That is to say, that all three documents specifically exclude services either 100% funded by MCF or majority funded by MCF to be delivered to children and their families through contracted agencies or individuals.**

I appreciate you offering me the opportunity to clarify the request to read:

*All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all **[CONTRACTED]** services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)*

I understood from you that you were advised to send the following three documents and a link to a website as a response and that you were advised by your contact in MCF that:

"the Complaints Policy and Guidelines are currently under Review so there may be future potential changes".

The point of the General Request as I stated to you this morning is to ascertain what, if any, during the time frame October 10 2017 to September 10, 2018 complaint's process was in existence for any contracted services as outlined in the request. If no process existed between October 10, 2017 and September 10, 2017 then the anticipated response will be "no records exist".

Again, the three records you sent and the link did not apply to contracted services at the time this request was made. Please therefore respond to the clarified request which uses another repetition of the word "contracted" in the sentence for further clarity.

Thanks Jamie !

Merissa Hughes | Information and Privacy Analyst – CIAPP-C

Information Access Operations | Shared Services BC

Ph: 250-356-7869 | e: Merissa.Hughes@gov.bc.ca | m: PO Box 9569, Stn Prov Gov, Victoria BC V8W 9K1



INFORMATION
ACCESS OPERATIONS
A BRANCH of SHARED SERVICES BC

From: Zhu, Jamie MCF:EX

Sent: Thursday, September 20, 2018 3:34 PM

To: FOI Social Tech Team CITZ:EX

Cc: Cain, Krista A MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Merissa,

The acronyms are as follow (sorry about this):

PDCW: Office of the Provincial Director & Aboriginal Services Division

SDD: Service Delivery Division

SDA: Service Delivery Area (which is part of the Service Delivery Division)

I followed up with Office of the Provincial Director & Aboriginal Services Division and they came back with additional info as follow:

1. **The link provided on Sept 14th is not publicly accessible, please find the policy and guidelines as PDF attached, the link below is publicly accessible which can be included:**
<https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/child-family-service-complaints>
2. **Note that the complaints policy and guidelines are currently under review (so there could be future potential changes).**

And please feel free to use my email response as your signoff.

Please let me know if you have any questions, thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: FOI Social Tech Team CITZ:EX

Sent: Wednesday, September 19, 2018 2:43 PM

To: Zhu, Jamie MCF:EX

Cc: Cain, Krista A MCF:EX ; FOI Social Tech Team CITZ:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie,

If you could please confirm the acronyms for me, I'm not quite sure what they stand for !

As well, is the link provided below publically accessible? If not will you be providing the policy and guidelines as a PDF or as links to be included in the letter to the applicant?

Also please advise if you would you like a formal sign off with Draft response letter, or can I use your email response as your signoff.

Thank you !

Merissa

From: Zhu, Jamie MCF:EX

Sent: Friday, September 14, 2018 2:07 PM

To: FOI Social Tech Team CITZ:EX

Cc: Cain, Krista A MCF:EX; FOI Social Tech Team CITZ:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Merissa,

Please find the response back from PDCW below:

The PDCW holds no records in regard to the below request. What we can provide is our Complaints Policy. We also have guidelines that may wish to be included. A link to the page that lists our relevant policy and guidelines is attached.

<https://intranet.gov.bc.ca/mcfd/content?id=EF7D891C5AE24A3EB8F0E687BCFC8B46>

The contractual responsibilities for SAIP and the other programs referenced in the request (access supervision, assessment services and counselling) would be with the SDD/SDA's, however

in reviewing this request it looks to be specific to the complaints piece, in which case PDCW can provide the policy.

Please let me know if you have any questions, thank you.

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Hughes, Merissa [<mailto:FOI.SocialTechTeam@gov.bc.ca>]

Sent: Thursday, September 13, 2018 11:43 AM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Cc: Cain, Krista A MCF:EX <Krista.Cain@gov.bc.ca>; FOI Social Tech Team CITZ:EX <FOI.SocialTechTeam@gov.bc.ca>

Subject: Call for Records CFD-2018-86405 Due September 27, 2018

Your public body has received a formal request made under the *Freedom of Information and Protection of Privacy Act* (FOIPPA). The request is for:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Please complete the attached Call for Records form and return to FOI.SocialTechTeam@gov.bc.ca by **September 27, 2018**.

This request was also sent to PSS-2018-86406

Legislated due date **October 24, 2018**.

If search and retrieval time is anticipated to exceed 3 hours and/or the total volume of records exceeds 200 pages, complete **only** sections 1 and 2 of the form as we may be in a position to issue a fee estimate.

- Return the form to IAO by **September 20, 2018**
- Please await further instruction from IAO as the records will not be required until the fee estimate process has been completed.
- Once fees have been paid or waived, IAO will contact you to continue the call for records process.

If no fees apply, complete the attached form and return it to IAO by **September 27, 2018**.

Send records via email in **PDF format**. Before you turn emails into PDFs, ensure that you have included all attachments.

You should be aware that FOIPPA obligates us to assist the applicant and to respond without delay, openly, accurately, and completely. In the event that your public body must defend the adequacy of its search to the Information and Privacy Commissioner (OIPC) at inquiry, those involved in searching for records may be required to sign affidavits confirming they have conducted an adequate search for relevant records.

Please do not hesitate to contact me to discuss:

- whether the records may be routinely releasable;
- whether the information is being prepared for public release or is already publicly available;
- ways in which an applicant may want to narrow/focus their request to reduce potential fees;
- and/or any other questions or concerns relating to this request.

Thank you for your assistance,

Merissa Hughes, Senior FOI Analyst
Social / Tech Team
Information Access Operations

From: [Lee, Jackie MCF:EX](#)
To: [Zhu, Jamie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 12, 2018 10:58:50 AM

s.13

I hope this helps.
Thanks,
Jackie

From: Zhu, Jamie MCF:EX
Sent: Friday, October 12, 2018 10:36 AM
To: Lee, Jackie MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie,

It's me again...

IAO came to me and just wanted to double check with you on this request:

The applicant is asking: what step can an individual take if they have a complain about the contracted program.

They are not looking to file an complain but just wanted to know the contracted service complain process.

Thank you again~~~

Jamie

From: Zhu, Jamie MCF:EX

Sent: Wednesday, October 3, 2018 9:36 AM

To: Lee, Jackie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Good morning Jackie,

Got it, I have forwarded the information to IAO, will let you know how it goes.

Thank you for your patience and time!

Jamie

From: Lee, Jackie MCF:EX

Sent: Tuesday, October 2, 2018 2:44 PM

To: Zhu, Jamie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie...

s.13

Community-based services and programs delivered outside of the Ministry do not fall under the Ministry's Complaints Program.

Contractual matters are dealt with under the terms and conditions of a contract. The management of complaints raised about a local community-based program or service that the Ministry funds in part or whole would depend on the nature of the funding agreement, or the terms and conditions specified under a contract. Those matters of dispute normally would be brought to the attention of local MCFD managers in a Service Delivery Area to manage. This is the existing process that is in place in relation to contracted services.

I hope this helps to provide further clarity.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Tuesday, October 2, 2018 1:30 PM

To: Lee, Jackie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

The IAO came back with the note below:

The applicant is wanting to know specifically if there is a Complaint Resolution Process within Child and Family Services for all **CONTRACTED** services. AND If there is no process in place are they currently looking into making one?

The applicant already suspects that there is no process currently in place as she has tried searching for one herself, she would just like this declared.

The applicant at this stage is looking for a black and white answer so she can quote it in the letter she's going to write to the MLA.

Thank you again Jackie.

Jamie

From: Lee, Jackie MCF:EX

Sent: Tuesday, October 2, 2018 12:16 PM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Thanks Jamie!

Let me know if this comes back again with further questions or requests.

Have a terrific day.

From: Zhu, Jamie MCF:EX

Sent: Tuesday, October 2, 2018 12:15 PM

To: Lee, Jackie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Roger. I will forward the response to the IAO. Thank you!

Jamie

From: Lee, Jackie MCF:EX

Sent: Monday, October 1, 2018 7:56 AM

To: Zhu, Jamie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie...

See below response from Ray. QA Branch does not hold any records.

Thanks,

Jackie

From: Bronson, Ray H MCF:EX

Sent: Monday, October 1, 2018 7:52 AM

To: Lee, Jackie MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

The QA Branch does not hold any records that would pertain to a CFS complaint resolution process involving contracted services.

From: Lee, Jackie MCF:EX

Sent: Monday, October 1, 2018 7:47 AM

To: Bronson, Ray H MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Ray...

They have amended the FOI request as per below. Do we have any records pertaining to this?

From: Zhu, Jamie MCF:EX

Sent: Friday, September 28, 2018 4:55 PM

To: Lee, Jackie MCF:EX

Cc: Cain, Krista A MCF:EX

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Me again.

After we sent off our response to the applicant regarding the FOI request below, they came back with a revised request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all [CONTRACTED] services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

Would this make any difference? Please let me know.

Thank you!

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Zhu, Jamie MCF:EX

Sent: Friday, September 14, 2018 9:38 AM

To: Mathews, Penny MCF:EX

Cc: Cain, Krista A MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi,

We received the following FOI request:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018) Date Format: MM/DD/YYYY

Would PDCW hold the records for this request?

If yes, the records are due to exec ops by **September 27th, 2018.**

If search and retrieval time exceeds 3 hours, or 200 pages please have staff complete the attached fee estimate form and send back to exec ops by **September 20th, 2018.**

Let me know if you have any questions or concerns.

Thank you,

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: [Hughes, Merissa CITZ:EX](#)
To: [Zhu, Jamie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 12, 2018 11:15:21 AM

Could you ask Jackie If she could please give me a call? 250-356-7869

Thank you !

Merissa

From: Zhu, Jamie MCF:EX
Sent: Friday, October 12, 2018 11:13 AM
To: Hughes, Merissa CITZ:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Merissa,

Does NRR stand for No Responsive Records?

I could pass your message along, or would you like to contact Jackie directly and cc me?

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Hughes, Merissa CITZ:EX
Sent: Friday, October 12, 2018 11:10 AM
To: Zhu, Jamie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jamie,

So based off the information below would this be considered a NRR? If that's the case what specifically is Jackie comfortable with me telling the applicant?

Thank you,

Merissa

From: Zhu, Jamie MCF:EX
Sent: Friday, October 12, 2018 11:03 AM
To: Hughes, Merissa CITZ:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Merissa,

Please find Jackie's response below. Thank you.

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Lee, Jackie MCF:EX
Sent: Friday, October 12, 2018 10:59 AM
To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

s.13

I hope this helps.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 10:36 AM

To: Lee, Jackie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

It's me again...

IAO came to me and just wanted to double check with you on this request:

The applicant is asking: what step can an individual take if they have a complain about the contracted program.

They are not looking to file an complain but just wanted to know the contracted service complain process.

Thank you again~~~

Jamie

From: [Lee, Jackie MCF:EX](#)
To: [Zhu, Jamie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 12, 2018 12:11:54 PM

Sure, I will give her a call. Thanks Jamie.

From: Zhu, Jamie MCF:EX
Sent: Friday, October 12, 2018 11:20 AM
To: Lee, Jackie MCF:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Jackie,

Merissa from IAO is asking if you could call her at 250-356-7869 as she just wanted to confirm with you if this request will be considered NRR (no responsive records) and if so how would you like her to respond to the applicant.

Please let me know if you have any questions. Thank you Jackie.

Jamie

From: Hughes, Merissa CITZ:EX
Sent: Friday, October 12, 2018 11:10 AM
To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie,

So based off the information below would this be considered a NRR? If that's the case what specifically is Jackie comfortable with me telling the applicant?

Thank you,

Merissa

From: Zhu, Jamie MCF:EX
Sent: Friday, October 12, 2018 11:03 AM
To: Hughes, Merissa CITZ:EX
Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018
Hi Merissa,

Please find Jackie's response below. Thank you.

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Lee, Jackie MCF:EX
Sent: Friday, October 12, 2018 10:59 AM
To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

s.13

I hope this helps.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 10:36 AM

To: Lee, Jackie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

It's me again...

IAO came to me and just wanted to double check with you on this request:

The applicant is asking: what step can an individual take if they have a complain about the contracted program.

They are not looking to file an complain but just wanted to know the contracted service complain process.

Thank you again~~~

Jamie

From: [Lee, Jackie MCF:EX](#)
To: [Hughes, Merissa CITZ:EX](#); [Zhu, Jamie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 12, 2018 2:16:56 PM

Hi Merissa...

I think this looks good. Let me know if there are any further requests for info in relation to this.

Have a good weekend!

Jackie

From: Hughes, Merissa CITZ:EX
Sent: Friday, October 12, 2018 2:14 PM
To: Lee, Jackie MCF:EX; Zhu, Jamie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Building off what you said, wanting your approval/thoughts on the edits below:

s.13

Thank you for your continued help on this request!

Merissa

From: Lee, Jackie MCF:EX
Sent: Friday, October 12, 2018 1:13 PM
To: Zhu, Jamie MCF:EX
Cc: Hughes, Merissa CITZ:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie and Merissa...

s.13

s.13

Let me know if this will work.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 11:20 AM

To: Lee, Jackie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Merissa from IAO is asking if you could call her at 250-356-7869 as she just wanted to confirm with you if this request will be considered NRR (no responsive records) and if so how would you like her to respond to the applicant.

Please let me know if you have any questions. Thank you Jackie.

Jamie

From: Hughes, Merissa CITZ:EX

Sent: Friday, October 12, 2018 11:10 AM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie,

So based off the information below would this be considered a NRR? If that's the case what specifically is Jackie comfortable with me telling the applicant?

Thank you,

Merissa

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 11:03 AM

To: Hughes, Merissa CITZ:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Merissa,

Please find Jackie's response below. Thank you.

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Lee, Jackie MCF:EX

Sent: Friday, October 12, 2018 10:59 AM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

s.13

s.13

I hope this helps.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 10:36 AM

To: Lee, Jackie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

It's me again...

IAO came to me and just wanted to double check with you on this request:

The applicant is asking: what step can an individual take if they have a complain about the contracted program.

They are not looking to file an complain but just wanted to know the contracted service complain process.

Thank you again~~~

Jamie

From: [Lee, Jackie MCF:EX](#)
To: [Hughes, Merissa CITZ:EX](#); [Zhu, Jamie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 12, 2018 2:16:56 PM

Hi Merissa...

I think this looks good. Let me know if there are any further requests for info in relation to this.

Have a good weekend!

Jackie

From: Hughes, Merissa CITZ:EX
Sent: Friday, October 12, 2018 2:14 PM
To: Lee, Jackie MCF:EX; Zhu, Jamie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Building off what you said, wanting your approval/thoughts on the edits below:

The Ministry initially understood your request to be for:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

These records were provided to you on Sep 28, 2018. However, you advised those were not the records that you were seeking. As per our communication on September 28, 2018 and October 09, 2018 we understand your amended request to be for:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all [CONTRACTED] services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

A thorough search was conducted by the Ministry and no records were located in response to your amended request. Although the Ministry did not locate records they provided us with this information:

If a member of the public wishes to make a complaint regarding a contracted agency that MCFD funds, they can go directly to the agency to access their complaint process. A member of public can also follow up with the Ministry contract manager for MCFD in the local service area to provide feedback on concerns with the service that were received from the contracted agency.

Thank you for your continued help on this request!

Merissa

From: Lee, Jackie MCF:EX
Sent: Friday, October 12, 2018 1:13 PM
To: Zhu, Jamie MCF:EX
Cc: Hughes, Merissa CITZ:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie and Merissa...

I think that it makes sense to provide the applicant with the response of NRR.

I think it would be appropriate to indicate that it would be appropriate for her to follow up with the

contracted agency that she received services through to access their complaint process. If this is an organization or program that MCFD funds, you can further let her know that she may wish to follow up with the contract manager for MCFD in the local service area to provide feedback on her concerns with the service that she received from the contracted agency.

Let me know if this will work.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 11:20 AM

To: Lee, Jackie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Merissa from IAO is asking if you could call her at 250-356-7869 as she just wanted to confirm with you if this request will be considered NRR (no responsive records) and if so how would you like her to respond to the applicant.

Please let me know if you have any questions. Thank you Jackie.

Jamie

From: Hughes, Merissa CITZ:EX

Sent: Friday, October 12, 2018 11:10 AM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie,

So based off the information below would this be considered a NRR? If that's the case what specifically is Jackie comfortable with me telling the applicant?

Thank you,

Merissa

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 11:03 AM

To: Hughes, Merissa CITZ:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Merissa,

Please find Jackie's response below. Thank you.

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Lee, Jackie MCF:EX

Sent: Friday, October 12, 2018 10:59 AM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

There would be two different paths from my perspective.

One would involve working directly with the organization that has the contract. Societies that we fund generally must have policies and procedures in place that would support compliance and transparency about how they are providing service, who they are serving, etc, and this would also include dispute resolution processes. So if an individual has a concern about a particular service that they received then I would recommend that they follow up in writing with the organization that

provided the service. Most often these are non profit societies that would be governed by Boards of Directors and would also have leadership structures of persons employed by the agency. There is possibly an identified position to oversee complaints. As each organization is different they need to ask for the policy about conflict or dispute resolution – it may be available or accessible via the organization's web site as well. Most often the policy would identify who the individual should contact and what the dispute resolution/complaint process would look like. I would expect that most Executive Directors who oversee organizations would be interested in receiving feedback about their services and if there are concerns about a service that was provided, they would generally be the ones to manage this. With larger organizations they may have a position dedicated to dispute resolution or complaint processes.

Another path that could be taken would include contacting the contract manager (usually the Director of Operations for the SDD) who provides the funding to the organization to provide the service. I would think that it would be important for the individual to first try to resolve this directly with the organization providing service, and this would be a likely step that the contract manager would want to clarify if this occurred. The contract manager has an interest in ensuring that the services that MCFD funds are effective and so I think would be interested in hearing about the concerns and would be helpful for them to have knowledge of this. The contract manager (DOO) has no authority over the staff of the agency or organization providing service and is not directly involved in the service delivery, so they would have more of an oversight role of the contract and wanting to ensure that the programs being funded by MCFD are effective. For this reason it would be important to engage directly with the agency providing the service, as they have responsibility for the staff and program deliverables generally.

The process is going to vary according to each individual agency and structure. If the individual is unclear or cannot locate a dispute resolution policy or process in relation to a particular organization or service received, then they should follow up with the contract manager for MCFD (Director of Operations for SDD). In my experience the organizations I have worked with have all had documented processes/policy that speak to dispute resolution or complaints, and would be interested in receiving feedback to help improve services being provided.

I hope this helps.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 10:36 AM

To: Lee, Jackie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

It's me again...

IAO came to me and just wanted to double check with you on this request:

The applicant is asking: what step can an individual take if they have a complain about the contracted program.

They are not looking to file an complain but just wanted to know the contracted service complain process.

Thank you again~~~

Jamie

From: [Lee, Jackie MCF:EX](#)
To: [Hughes, Merissa CITZ:EX](#); [Zhu, Jamie MCF:EX](#)
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018
Date: October 12, 2018 2:16:56 PM

Hi Merissa...

I think this looks good. Let me know if there are any further requests for info in relation to this.

Have a good weekend!

Jackie

From: Hughes, Merissa CITZ:EX
Sent: Friday, October 12, 2018 2:14 PM
To: Lee, Jackie MCF:EX; Zhu, Jamie MCF:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Building off what you said, wanting your approval/thoughts on the edits below:

The Ministry initially understood your request to be for:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

These records were provided to you on Sep 28, 2018. However, you advised those were not the records that you were seeking. As per our communication on September 28, 2018 and October 09, 2018 we understand your amended request to be for:

All records, involving or referring to any Complaint Resolution Process Child and Family Services, for all [CONTRACTED] services including but not limited to Sexual Abuse Intervention Program for child victims of sexualized assault and molestation (SAIP), Family Development service, Access Supervision Service, counseling service, psychological assessment service, as well as all other contracted services funded by Ministry of Children and Family Development and delivered by non-profit agencies and local government contractors. (Date Range for Record Search: From 10/10/2017 To 09/10/2018)

A thorough search was conducted by the Ministry and no records were located in response to your amended request. Although the Ministry did not locate records they provided us with this information:

If a member of the public wishes to make a complaint regarding a contracted agency that MCFD funds, they can go directly to the agency to access their complaint process. A member of public can also follow up with the Ministry contract manager for MCFD in the local service area to provide feedback on concerns with the service that were received from the contracted agency.

Thank you for your continued help on this request!

Merissa

From: Lee, Jackie MCF:EX
Sent: Friday, October 12, 2018 1:13 PM
To: Zhu, Jamie MCF:EX
Cc: Hughes, Merissa CITZ:EX
Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie and Merissa...

I think that it makes sense to provide the applicant with the response of NRR.

I think it would be appropriate to indicate that it would be appropriate for her to follow up with the

contracted agency that she received services through to access their complaint process. If this is an organization or program that MCFD funds, you can further let her know that she may wish to follow up with the contract manager for MCFD in the local service area to provide feedback on her concerns with the service that she received from the contracted agency.

Let me know if this will work.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 11:20 AM

To: Lee, Jackie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

Merissa from IAO is asking if you could call her at 250-356-7869 as she just wanted to confirm with you if this request will be considered NRR (no responsive records) and if so how would you like her to respond to the applicant.

Please let me know if you have any questions. Thank you Jackie.

Jamie

From: Hughes, Merissa CITZ:EX

Sent: Friday, October 12, 2018 11:10 AM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jamie,

So based off the information below would this be considered a NRR? If that's the case what specifically is Jackie comfortable with me telling the applicant?

Thank you,

Merissa

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 11:03 AM

To: Hughes, Merissa CITZ:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Merissa,

Please find Jackie's response below. Thank you.

Jamie Zhu

Information and Privacy Coordinator

Executive Operations | Deputy Minister's Office | MCFD

w. 778 698 7114 | c. 250 812 3194

525 Superior Street, Victoria, BC V8V 1T7

From: Lee, Jackie MCF:EX

Sent: Friday, October 12, 2018 10:59 AM

To: Zhu, Jamie MCF:EX <Jamie.Zhu@gov.bc.ca>

Subject: RE: Call for Records CFD-2018-86405 Due September 27, 2018

There would be two different paths from my perspective.

One would involve working directly with the organization that has the contract. Societies that we fund generally must have policies and procedures in place that would support compliance and transparency about how they are providing service, who they are serving, etc, and this would also include dispute resolution processes. So if an individual has a concern about a particular service that they received then I would recommend that they follow up in writing with the organization that

provided the service. Most often these are non profit societies that would be governed by Boards of Directors and would also have leadership structures of persons employed by the agency. There is possibly an identified position to oversee complaints. As each organization is different they need to ask for the policy about conflict or dispute resolution – it may be available or accessible via the organization's web site as well. Most often the policy would identify who the individual should contact and what the dispute resolution/complaint process would look like. I would expect that most Executive Directors who oversee organizations would be interested in receiving feedback about their services and if there are concerns about a service that was provided, they would generally be the ones to manage this. With larger organizations they may have a position dedicated to dispute resolution or complaint processes.

Another path that could be taken would include contacting the contract manager (usually the Director of Operations for the SDD) who provides the funding to the organization to provide the service. I would think that it would be important for the individual to first try to resolve this directly with the organization providing service, and this would be a likely step that the contract manager would want to clarify if this occurred. The contract manager has an interest in ensuring that the services that MCFD funds are effective and so I think would be interested in hearing about the concerns and would be helpful for them to have knowledge of this. The contract manager (DOO) has no authority over the staff of the agency or organization providing service and is not directly involved in the service delivery, so they would have more of an oversight role of the contract and wanting to ensure that the programs being funded by MCFD are effective. For this reason it would be important to engage directly with the agency providing the service, as they have responsibility for the staff and program deliverables generally.

The process is going to vary according to each individual agency and structure. If the individual is unclear or cannot locate a dispute resolution policy or process in relation to a particular organization or service received, then they should follow up with the contract manager for MCFD (Director of Operations for SDD). In my experience the organizations I have worked with have all had documented processes/policy that speak to dispute resolution or complaints, and would be interested in receiving feedback to help improve services being provided.

I hope this helps.

Thanks,

Jackie

From: Zhu, Jamie MCF:EX

Sent: Friday, October 12, 2018 10:36 AM

To: Lee, Jackie MCF:EX

Subject: FW: Call for Records CFD-2018-86405 Due September 27, 2018

Hi Jackie,

It's me again...

IAO came to me and just wanted to double check with you on this request:

The applicant is asking: what step can an individual take if they have a complain about the contracted program.

They are not looking to file an complain but just wanted to know the contracted service complain process.

Thank you again~~~

Jamie