



Complaint Resolution Process Victim Service and Violence Against Women Programs

Community Safety & Crime Prevention Branch
Ministry of Public Safety and Solicitor General

Guiding Philosophy

The Community Safety & Crime Prevention Branch (the “Branch”) of the Ministry of Public Safety and Solicitor General contracts with third party service providers to deliver victim service and violence against women programs. These qualified service providers are bound by the terms of the contracts signed with the Branch.

The Branch recognizes that quality assurance, accountability and openness are fundamental to the successful delivery of the services. The Branch is committed to the promotion of best practices and strives at all times for quality improvement.

The Branch is committed to listen and respond to concerns in a fair, open, and timely manner. The Branch will:

- Treat all individuals with courtesy and respect;
- Work to ensure quality services are delivered;
- Review actions to ensure best practice standards are upheld; and
- Conduct program evaluations as necessary.

All third party service providers under contract with the Branch are required to provide services at a similar standard of skill, care and diligence as those that provide similar services on a commercial basis. Any individuals working with/for the contractor must also meet those same standards and must be appropriately instructed and supervised in their work. In addition, third party service providers that provide services for the Branch are required to participate in this complaint resolution process and in any program evaluations/audits that the Branch may perform from time to time.

1. Bringing Forward a Concern

Concerns may be brought forward by an individual who is receiving services or believes themselves to be eligible to receive services, or by a parent or guardian of a child who is receiving services or where the parent or guardian believes their child to be eligible to receive services.

The complaint resolution process applies only to complaints that relate to the services delivered by the contractor, and the service contract. Issues that are the responsibility of the contractor and that do not relate to the contract or service delivery under the contract are not within the scope of this complaint resolution process.

A complaint is an expression of concern or dissatisfaction about the conduct or actions of a contractor and/or its employees or subcontractors in the delivery of Branch services. The interests, expressed wishes and needs of the affected complainant(s) are factors that guide the complaints process.

2. The Complaints Process

Wherever possible, the Branch encourages and supports the informal resolution of a complaint between the contractor and the complainant. Generally, complainants who have not attempted resolution with a contractor prior to contacting the Branch will be encouraged to attempt resolution of the complaint with the contractor before making a formal complaint. There will be some circumstances where this will not be deemed appropriate and the Branch will accept the complaint directly.

To officially engage the Branch's complaint resolution process, the complaint must be made in writing and submitted to the Branch using the attached ***Complaint Resolution Form*** (the "Complaint Form"). A complaint must include detailed information, including the name of the contractor, a description of what happened, a description of why the complainant is concerned, and the desired outcomes. It is important to include the date(s), time(s) and place(s) of the event(s), wherever possible.

In order for the Ministry to proceed with the complaint, A ***Consent to Use and Disclosure of Personal Information Form*** (the "Consent Form") must also be completed and signed.

- If submitting **on your own behalf**, the Consent Form must be completed and signed by **you**.
- If submitting **on behalf of a child or dependent**, the Consent Form must be completed and signed by the **child/dependent's parent or guardian**.

Once both the Complaint Form and signed Consent Form are completed and submitted to the Branch, the designated Program Manager will forward a copy of the written complaint to the contractor for review and will request information from the contractor, and others as deemed necessary, with respect to the subject matter of the complaint.

It is expected that wherever possible the designated Program Manager will facilitate a resolution of the complaint between the complainant and the contractor. The Branch will seek to bring a complaint to resolution within 30 working days of the response of the program or sooner.

Complainants will receive written notification of the findings and resolution of their complaint ("Notice of Resolution").

3. Executive Director Review

In situations where a complainant has submitted a written request for review of the designated Program Manager's findings and Notice of Resolution, the complaint will be forwarded to the Executive Director for review.

The Executive Director will review the complaint, the Program Manager's findings and Notice of Resolution and any previous action taken and determine if further examination into the complaint is required. If it is determined that further examination is necessary, action will be taken to collect any additional information relevant to the complaint. This may include interviews with the complainant(s), the contractor, and any other persons that may be able to provide information pertaining to the subject matter of the complaint. Additional consent forms may be required to support this process.

Complainants will receive written notification of the findings of the Executive Director review. The Branch will seek to conclude the Executive Director review within 30 business days of the receipt of any additional information required to conduct the review.

Attachments:

- *Complaint Resolution Form*
- *Consent to Use and Disclosure of Personal Information Form*



Complaint Resolution Form Victim Service and Violence Against Women Programs

Community Safety & Crime Prevention Branch
Ministry of Public Safety and Solicitor General

Who should use this form?

This form is for completion by individuals who have a complaint about one of the Community Safety and Crime Prevention Branch's contracted service providers:

1. Police-based Victim Services (PBVS)
2. Community-based Victim Services (CBVS)
3. Stopping the Violence Counselling (STVC)
4. Stopping the Violence Outreach (STV-ORS)
5. Stopping the Violence Multicultural Outreach (STV-MORS)
6. PEACE Program for Children and Youth Experiencing Violence (PEACE)

Today's Date:

1. Information about the Person Making the Complaint

| | |
|-----------------------------|--|
| First Name | |
| Last Name | |
| Mailing Address | |
| City | |
| Postal Code | |
| Phone number with Area Code | |
| E-mail Address | |

1. How would you prefer to be contacted (indicate Y in all that apply):

| | |
|------------|--|
| Email | |
| Phone | |
| In Writing | |

2. If this complaint relates to **a child or dependent** please provide full name and birthdates below.

| |
|--|
| |
|--|

Complaint Details

1. Please provide the name of the agency and the program that you are filing a complaint about:

| | |
|-----------------|--|
| Name of Agency | |
| Type of Program | |

2. Please provide the details of your concerns/complaint and attach any supporting documents. Provide a brief summary of your complaint only with sufficient detail including dates, times and places, staff member(s) involved and other relevant details:

| |
|--|
| |
|--|

3. Please describe what steps you have taken to try and resolve your concerns/complaint:

| |
|--|
| |
|--|

4. Please describe the outcome you are seeking:

| |
|--|
| |
|--|

PLEASE NOTE:

In order for Community Safety and Crime Prevention Branch, Ministry of Public Safety and Solicitor General to proceed with the complaint it is necessary that the attached *Consent to Use and Disclosure of Personal Information Form* is completed, signed and submitted to the Branch contact (see below).

- If submitting **on your own behalf**, the consent form must be completed and signed by **you** (please see *Appendix 1 –Consent to Use and Disclosure of Personal Information Form – Adult Complainant*).
- If submitting **on behalf of a child or dependent**, the consent form must be completed and signed by the **child/dependent's parent, or guardian** (please see *Appendix 2 – Consent to Use and Disclosure of Personal Information Form – Child Complainant*).

Submit Completed Form

Please forward your complete *Complaint Resolution Form* and *Consent to Use and Disclosure of Personal Information Form* to **ONE** of the following:

By Mail:

ATTN: Director of Community Programs
Community Safety and Crime Prevention Branch
Ministry of Public Safety and Solicitor General
Suite 302-815 Hornby Street
Vancouver, BC
V6Z 2E6

By Fax:

ATTN: Director of Community Programs
Fax Number: 1-604-660-1635

By E-mail:

SUBJECT: ATTN Director of Community Programs
VSPContracts@gov.bc.ca



Victim Service and Violence Against Women Programs
Community Safety & Crime Prevention Branch
Ministry of Public Safety and Solicitor General

Appendix 1: Consent to Use and Disclosure of Personal Information – Adult Complainant

I, _____ hereby authorize the Community Safety and Crime Prevention Branch (the “Branch”), Ministry of Public Safety and Solicitor General, to collect and receive personal information relating to or concerning me from the following agencies or persons listed herein (below) regarding a complaint initiated by myself relating to the delivery of services by (name of agency) _____ under a contract with the Branch.

1. _____
2. _____

I hereby authorize the agencies or persons listed herein (above) to release personal information relating or concerning me regarding the complaint initiated by myself relating to the delivery of services by (name of agency) _____ under contract with the Branch.

I understand that a copy of my complaint will be forwarded to the agency(s) noted above as part of the complaint resolution process. The information that is collected by way of this consent and shared with the Branch may be used to resolve my complaint with respect to the services I have received.

I understand that the Branch is required to protect the confidentiality and privacy of personal information that it receives about me in accordance with the terms of the Freedom of Information and Protection of Privacy Act, (British Columbia) and that the Branch can only use information for the purposes for which it was collected or for consistent purposes, and except as I have otherwise consented herein, I request the confidentiality and privacy of information collected relating to or concerning myself be protected by the Branch.

Client Name

Client Signature

Date: _____



Victim Service and Violence Against Women Programs

Community Safety & Crime Prevention Branch

Ministry of Public Safety and Solicitor General

Appendix 2: Consent to Use and Disclosure of Personal Information – Child/Dependent Complainant

I, _____ declare that I am the parent or legal guardian of (name of child) _____.

I hereby authorize the Community Safety and Crime Prevention Branch (the “Branch”), Ministry of Public Safety and Solicitor General, to collect and receive personal information relating to or concerning (name of child/dependent) _____ from the following agencies or persons listed herein (below) regarding a complaint initiated by myself (name of Parent or Guardian) _____ relating to the delivery of services by (name of agency) _____ under a contract with the Branch.

1. _____

2. _____

I hereby authorize the agencies or persons listed herein (above) to release personal information relating or concerning (name of child/dependent) _____ regarding the complaint initiated by me (name of Parent or Guardian) _____ relating to the delivery of services by (name of agency) _____ under contract with the Branch.

I understand that a copy of this complaint will be forwarded to the agency(s) noted above as part of the complaint resolution process. The information that is collected by way of this consent and shared with the Branch may be used to resolve this complaint with respect to the services have been received.

I understand that the Branch is required to protect the confidentiality and privacy of personal information that it receives about me or my child/dependent in accordance with the terms of the Freedom of Information and Protection of Privacy Act, (British Columbia) and that the Branch can only use information for the purposes for which it was collected or for consistent purposes, and except as I have otherwise consented herein, I request the confidentiality and privacy of information collected relating to or concerning myself or my child/dependent be protected by the Branch.

Parent or Guardian Name

Parent or Guardian Signature

Date: _____