

The Role of the Quality Improvement Team

The role of the Quality Improvement Team members is to assist users of the Region's services to have their concerns recorded and heard. We are not decision makers within the complaint process, but are there to assist and facilitate the process to occur. We can assist by:

- ✓ helping people to put their concerns in writing
- ✓ assisting in facilitating contact and communication between Ministry staff and people who have presented concerns
- ✓ ensuring that areas of concern are brought to the region's attention.

The Interior Quality Improvement Team can be reached at:

Mail: #201 117 10th Ave South
Cranbrook, BC V1C 2N1

Phone: (250) 417-4176 or toll free
through Enquiries BC
(1-800-663-7867)

Fax: (250) 426-1576

Email: CFINTQI@gov.bc.ca

Other Supports Available:

Office of the Representative for Children and Youth

Provides support to children, youth and families who need help in dealing with the child welfare system and advocates for changes to the system itself.

Phone: 1-800-476-3933 or (250) 356-6710

Website: www.rcybc.ca

Office of the Ombudsman

Provides information and tries to settle complaints with public bodies through consultation. Is an external body of review for complaint matters and primarily concerns itself with whether public bodies have conducted their business in an administratively fair manner.

Phone: 1-800-567-3247

Website: www.ombudsman.ca

Community Agencies

Check your local community agencies for availability of advocacy services. The Ministry of Children and Family Development supports individuals to have support persons or community advocates to attend meetings with them.

Making a Compliment or Making a Complaint in the Interior Region of the Ministry of Children and Family Development

The Interior Region for the Ministry of Children and Family Development recognizes that accountability and openness are fundamental to the Region's success. The Region can only strive to provide quality service by being open to comments, review and change.

While we welcome your positive comments; we think it equally important for us to know when you have a problem, so that we can resolve it and retain your confidence.

Giving a Compliment

Feedback is important to us. It tells us that we're doing a good job and reinforces our commitment to providing quality service.

If you have a particularly positive experience with a Regional staff member or believe that one of our employees has gone that extra mile for you, we'd like to hear about it and share your appreciation with those responsible.

The most direct way of recognizing the efforts of a Regional employee is to telephone, write, e-mail or fax his or her Manager or Supervisor with your comments. If you are unable to identify the appropriate contact within the Region, you may also direct your compliment to the Quality Improvement Team and every effort will be made to ensure that the individuals responsible receive the accolades that are due. If you choose to send your compliment directly to the employee's Supervisor or Manager the Quality Improvement Team would also appreciate a copy so that it is included as part of the Region's Continuous Quality Improvement Process.

Where to Turn with a Problem

Start at the Source

When a problem occurs it is generally easier to check the facts and make the correction at the location where the misunderstanding originated. The sooner you contact and talk with your worker the sooner they can begin working on a solution. This is the most effective way to address your concerns and the vast majority of disagreements are resolved in this way.

Step 1- Local Office Resolution.

If talking with your worker does not resolve your concerns then ask for the worker's supervisor to become involved in trying to solve the problem. When asked to become involved, the Team Leader will need to be provided with a summary of what has already been agreed upon, what issues are still outstanding and any possible remedies. The Quality Improvement Team can assist you in making contact with the Team Leader and in helping you have your concerns heard. The Team Leader has 30 days in which to respond to your concerns. (Please note: that extensions to the timelines can be extended only with your permission.)

Step 2- Contact the Manager

If your problem is not resolved to your satisfaction at the Local Office Level then the final step of appeal is the Manager who oversees the office / program area. The Manager is responsible to ensure that offices are meeting provincial and regional standards. Only those issues that have not been successfully resolved at the previous level are eligible for review by the Manager. Any new issues will be referred back to the previous stage for resolution. The Manager will review and respond to your concerns within 30 days and at the conclusion of their involvement will provide you with a letter outlining the outcome of their review and reasons for their decision. If, upon receiving the response from the Manager you should still feel that your concerns have not been addressed in a fair and timely manner, you have the option of seeking an external review through the Office of the Ombudsman.

If you have any questions or require additional information or support in accessing the process please contact the Interior Regions Quality Improvement Team.