



ANCR Complaint Procedure

The management and employees of ANCR strive to provide a safe and respectful environment and to provide service which meets Child and Family Services Standards in every respect.

In your contact with ANCR you can expect:

- **Respectful treatment**
- **Clear and direct communication**
- **Culturally appropriate options for service**

If you wish to make a complaint about your treatment by anyone at ANCR, or if you have a concern about the way that the agency has conducted itself on a child welfare matter, you have the right to make an inquiry or complaint, and to have it handled in a transparent, fair and respectful manner.

In most circumstances complaints should first be directed to the supervisor or director of the program from which service is being received. This is generally the simplest and most direct way to resolve issues. If this approach does not resolve the issue, or if there is a circumstance that prevents you from doing so, complaints and inquiries can be made in writing to:

Executive Director- CONFIDENTIAL
Child and Family All Nations Coordinated Response Network
835 Portage Avenue
Winnipeg, MB, R3G 0N6

Where an individual has, or continues to have, concerns about the way that ANCR has conducted itself on a child welfare matter, concerns may also be raised in any of the following ways:

The Southern First Nations Network of Care, ANCR's Mandating Authority
phone: 204-783-9190 **website:** www.southernauthority.org

Manitoba Advocate for Children and Youth
phone: 988-7440 **website:** www.manitobaadvocate.ca

Through **the Deputy Director of the Child and Family Services Branch**
phone: 945- 6964 **website:** www.gov.mb.ca/fs/childfam/child_protection.html

**The complaint policy and procedure can be found on our website www.ancr.ca , or call 944-4200 to request a printed copy.*