

HURON HOUSE BOYS' HOME
POLICY AND PROCEDURE MANUAL

PROGRAM

Approved by: Mike McGill Executive Director	Previous Revision Aug 2001 July 2006	Policy #5206: Complaint Procedures – Parents/Public	Section #5000
	Dates: Aug 2008 Jan 2019		Policy #5206
	Latest Revision Date: September 2024		Page 1 of 1

Complaint Procedures – Parents and Public

Every youth should feel safe and free from mistreatment while living at Huron House Boys’ Home. We must record all complaints of rights violations, including those made verbally. A complaint form is available on the Bulletin Board, and the Parent/Guardian Concern/Complaint Process is explained as part of the admission process (contained in the admission package). Additionally, this policy and process are publicly available on the Huron House Boys’ Home website to ensure transparency and accessibility for parents, guardians, and members of the public.

If the Senior Staff cannot determine an immediate response to alleviate the concern, considering any support the youth, parent, or public complainant may require to participate in the complaint review process, the complaint should be forwarded to the Program Manager. Within 24 hours of receiving the complaint, the Program Manager should determine an immediate response to address the concern, ensuring necessary supports are in place.

The youth, parent/guardian, or public complainant should be kept informed of the complaint review process. The process must be completed within 15 days. If at any time parents, guardians, or members of the public have a complaint, question, or concern about: The treatment of a youth by another youth or staff member, Alleged violations of the rights of a child in care, Or concerns regarding the overall operation of Huron House Boys’ Home, they should take the following steps:

1. Contact the Program Manager – The Program Manager will review the situation and respond accordingly. If still not satisfied,
2. Contact the Executive Director – The Executive Director will review the complaint and address the concern. If still not satisfied,
3. Request the Executive Director to escalate the concern to the President of the Board of Directors.

Complaints may be submitted verbally or in writing. Members of the public who wish to submit a concern may do so via the website or by contacting the office directly.

This policy and procedure are posted on the Huron House Boys’ Home website to ensure accessibility and transparency for all stakeholders.