

**DO YOU HAVE A CONCERN  
OR COMPLAINT?**

**PLEASE LET US KNOW!**



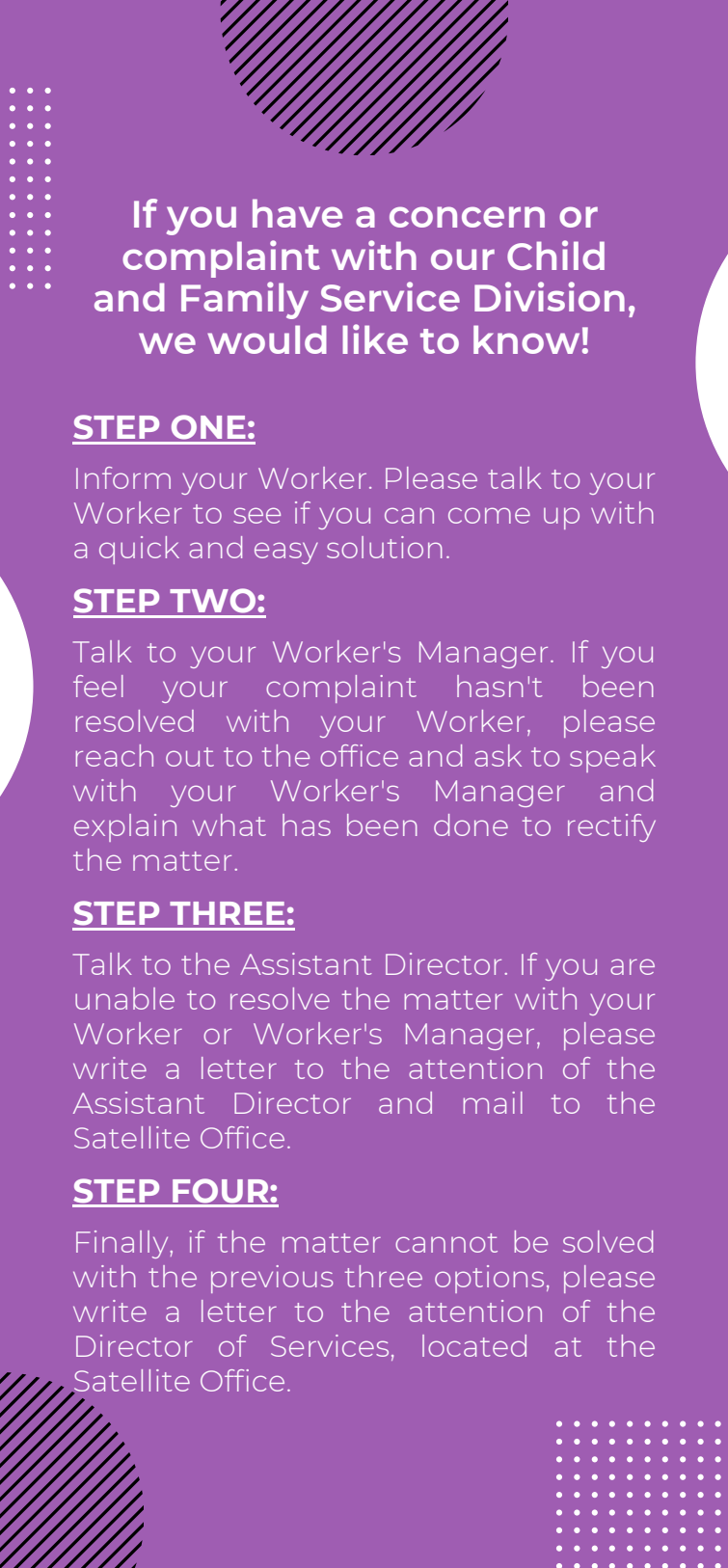
## **ROCKY BAY CHILD AND FAMILY SERVICES**

### **MAIN OFFICE**

119B MACDONALD AVE.  
ROCKY BAY FIRST NATION  
MACDIARMID, ON P0T 2B0  
(807) 885-1697

### **SATELLITE OFFICE**

1046 MEMORIAL AVE,  
THUNDER BAY, ON P7B 4A3  
(807) 475-4703  
TOLL-FREE: 1-833-716-0253



**If you have a concern or  
complaint with our Child  
and Family Service Division,  
we would like to know!**

**STEP ONE:**

Inform your Worker. Please talk to your Worker to see if you can come up with a quick and easy solution.

**STEP TWO:**

Talk to your Worker's Manager. If you feel your complaint hasn't been resolved with your Worker, please reach out to the office and ask to speak with your Worker's Manager and explain what has been done to rectify the matter.

**STEP THREE:**

Talk to the Assistant Director. If you are unable to resolve the matter with your Worker or Worker's Manager, please write a letter to the attention of the Assistant Director and mail to the Satellite Office.

**STEP FOUR:**

Finally, if the matter cannot be solved with the previous three options, please write a letter to the attention of the Director of Services, located at the Satellite Office.

