

2.1 Accountability and Problem Resolution

The member agencies of the York Region Violence Against Women Coordinating Committee are committed to being accountable for the services they provide and as such, to providing women with explicit methods of resolving problems.

Accountability: Clients have the right to address concerns and / or make complaints to the agency serving them. It is the responsibility of all agencies to inform women of this right and of the processes in place to do so. Client complaints or concerns regarding the quality or nature of the services provided can be addressed to the executive director or the designated person within the organization. All complaints or concerns will be investigated and responded to according to the policies and procedures of that organization. (Please refer to Chapter 4 – Agency Profiles for information on who to contact with complaints.)

Problem resolution between member agencies: We recognize the importance of addressing the potential for conflicts and problems between and among service providers. In order to continue to work cooperatively, all participants agree that issues will be brought to the table in the spirit of problem solving rather than attaching blame.

Accordingly, inter-agency problems can be addressed in the following ways:

- Frontline or direct service staff of the agency will contact each other directly regarding the problem.
- If staff members cannot satisfactorily resolve the issue, they will advise their respective supervisors.
- The supervisors will bring the matter to the attention of the Coordinating Committee representative at their agency.
- Representatives from the two signatory agencies to the Woman Abuse Protocol will attempt to resolve the matter.
- If it is a Protocol related issue, it will be brought to a Protocol Work Group meeting to be addressed and if possible, resolved. This is the final level of complaint after all other avenues to resolve the conflict have been exhausted.