



CHILDREN'S COMMISSION

July 28, 1998

File #: 199823427

Barbara and Joe Rodrigues

Penticton, BC

Dear Barbara and Joe Rodrigues:

Re: Jeremy Rodrigues

This letter will acknowledge receipt of a copy of your letters dated June 24, 1998 to Darcy Nord, Community Living Social Worker, Ministry for Children and Families (MCF) and July 6, 1998 to Doug Hughes, Community Living Services Manager, MCF, as we have not successfully been able to reach you by telephone. We understand from your letters that you are concerned about funding for Jeremy in order to provide Lovaas autism treatment.

Janet Donald, Intake and Complaint Officer, Children's Commission, has spoken to Lynn Middleton, Team Leader, MCF. Ms. Middleton said that they are currently discussing with you options of providing support to Jeremy. If you are not able to reach resolution with Ms. Middleton's office you may make a formal complaint with the local MCF Complaint Manager. The Complaint Manager for your region is Rob Houston he may be reached at 470-0888 or Ste. 400 -1726 Dolphin Ave., Kelowna, BC V1Y 9R9.

The Children's Commission is able to accept complaints made on behalf of a child about a breach of the rights of a child in the care of the MCF or about a decision made by the MCF concerning the provision of designated services to a child. However, we are not able to accept complaints until the MCF complaint resolution process has been completed. I have enclosed information on the MCF internal complaint resolution process.

We will keep the documents provided to us on file and we are closing our file on this matter. If you have any questions regarding the Children's Commission or this letter, please contact Janet Donald at (250) 387-1857 or toll free at 1-800-859-1441.

Thank you for contacting the Children's Commission

Sincerely,


Eric Jones,
Director, External Complaints

Enclosure

cc: Lynn Middleton, Team Leader, MCF

