

FSCD Specialized Services

Concerns Resolution

What to do if you want changes made to your Individualized Service Plan?

If you want to make changes to your Individualized Service Plan (ISP) for example, you want your service hours to involve more direct support to your child or a change to your level of involvement:

- Talk with your FSCD worker and your service provider about changes you want to see in your ISP.
- Discuss how these changes will address your child's needs and your priorities.
- Work with your specialized services team to make the changes to your ISP.
- Follow up with your FSCD worker about any changes that may need to be made to your FSCD agreement to support your ISP.
- Your FSCD agreement is flexible and may only need to be changed if your agreement terms change, e.g. change to the number of hours or service provider.

You know your child best and know what will work for them and your family. Your service providers are experts in their fields and may use different evidence-based approaches and have different ways they work with children and families. It is important to find the right service provider for your child.

Your service provider will work with you to ensure your priorities and goals for your child are reflected in your ISP. Your ISP is your agreement with your service team about the approaches your service provider will use as well as details about how services will be provided.

Your FSCD worker will support you in planning and communicating with your service provider about your child's needs, priorities and preferences, including the level of involvement you want to have or how services are provided to your child.

If your service provider does not agree with the changes you have requested to your ISP, you can:

- Talk with your specialized services team about why you feel the changes are important;
- If you don't agree with their decision, ask your service provider about concerns resolution processes available to you through their organization;
- Talk with your FSCD worker if you are still not happy with the way your specialized services are being provided or if you feel your service provider is not listening to you or respecting your preferences to discuss next steps, e.g. talking you're your service provider, seeking expert guidance from the FSCD-MDT or the professional colleges, and
- Your FSCD worker will also support you in finding a service provider who will support your goals, priorities and preferences in how specialized services are provided to your child.

If you continue to have concerns about your specialized services after talking with your FSCD worker, service provider and after taking steps to try to resolve them, email FSCDparents@gov.ab.ca

What will happen if changes are needed to your FSCD agreement?

If you and your service team identify changes to your ISP and changes are needed to your FSCD agreement to support them:

- Your FSCD worker will complete an amendment to your agreement once changes are identified and agreed upon.
- You will receive a copy of your amendment to be signed and returned to your FSCD worker.

What to do if you do not agree with a decision made by FSCD

If you do not agree with a decision of the FSCD program, or you have a concern about the FSCD program, you have the right to express your concern and to expect that your concern will be addressed.

Your FSCD worker will support you to address your concern or you can ask to talk to their supervisor/manager. They will work with you to address your concerns as quickly as possible and without the need for you to formally appeal the decision, wherever possible.

If you have a concern that you have not been able to resolve with your FSCD worker or their supervisor/manager, you can request any of these more formal concerns resolution options:

- Review of FSCD Program Decision (two managers will review the decision)
- Mediation
- Appeal to the Appeal Panel (Appeal Committee)

All of the concern resolution options are available to you. You do not need to access them in any order or as a pre-requisite to any of the other concerns resolution options. Decisions of the Appeal Panel are final.

Your FSCD worker will continue to work with you to try to resolve your concern, even while you are accessing any of the concerns resolution options.

Timelines for requesting an appeal

A Review of a FSCD Program Decision must be requested within **30** calendar days of being notified about the decision or if an appeal has been filed, at any time up to the appeal hearing.

In cases where mediation is requested, and you have not already requested an appeal, the **45** calendar day time limit for appeal will be suspended until the conclusion of mediation. If an appeal has been initiated, scheduling of the appeal hearing will be placed on hold pending the conclusion of mediation.

You must file an appeal within **45** calendar days of being notified about the decision, unless mediation is requested first.

To file an appeal, fill out a [FSCD Notice of Appeal form](#) and give it to your FSCD worker or send it to the Appeals Secretariat.

Questions about appeals

If you have any questions or would like more information about filing an appeal or the appeal hearing process, contact the Community and Social Services Appeals Secretariat by:

Phone: 780-427-2709 (Edmonton and Area)
Phone toll-free by first dialing 310-0000 then 780-427-2709

Visit the [Community and Social Services Appeals Secretariat Website](#)

(humanservices.alberta.ca/appeals) for resources including:

- o [Thinking About Filing an Appeal](#)
- o [A Guide to Appeal](#)
- o [Preparing and Presenting Your Case](#)