

Public Service Announcement

Client Relations: Your voice matters!

Start Date: April 24, 2025 **End Date:** June 14, 2025

Nunavut-wide 60 sec

The Department of Family Services' Family Wellness Division has established a Client Relations office to support families with concerns about Family Wellness services.

Client Relations is committed to helping Nunavummiut confidentially with questions and concerns related to:

- Child protection
- Residential care
- Service delivery

Inquiries will be acknowledged within two business days. A Client Relations Specialist will reply within 14 business days to provide feedback and/or the outcome of any investigation. It is important to note that all feedback and outcomes are subject to confidentiality and privacy guidelines.

Reports of abuse or neglect of a child or youth will be referred to a regional team for investigation in accordance with the *Child and Family Services Act* (CFSA).

To speak with a Client Relations Specialist, please call 1-844-FWCHILD (1-844-392-4453) or email yourvoicematters@gov.nu.ca.

Your voice matters – let us help.

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Media Contact:

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