



# COMPLAINT PROCEDURE

613-933-2292 | 1-866-939-9915

[casdgc.ca](http://casdgc.ca)



We are here to help.

### If you believe you have a complaint about the services

you have received from the Society, then we would like to know. The Society works hard to offer the best possible service to the families, children and youth in our community. If there is a concern or a difference of opinion, we want to do our best to resolve the issue.

### If you are not receiving a service from the Society but have a complaint,

please call the office and you will be put in touch with the appropriate staff member to hear your concerns. The full internal review process may then be available to you.

### If you are a service recipient of the Society,

please make sure you have first shared the issue or concern with your worker and have given them a chance to address and resolve the issue or concern.

## Our goal

is to listen and talk with you so we can resolve concerns as early as possible in the complaint process. The goal of this process is to ensure your concerns are heard in a fair manner and that reasonable efforts are made to find a resolution.

## STEP 1

### Talk to a Supervisor

Ask your worker for the name of their supervisor. Contact the supervisor with your concerns. It would be a good idea to ask for a meeting so that you can discuss the matter in person. Feel free to bring a supportive friend or advisor to this or any other meeting throughout the process. You can also bring a representative of your Band or community. You should come prepared to give a clear explanation of the issue or concern. The supervisor will want to thoroughly understand the issue so that they can try to resolve the issue. You will hear back from the supervisor within seven days and a letter will be sent to you with their response.

## STEP 2

### Talk to a Director of Service

If you are not satisfied with the response of the supervisor, ask for an appointment with their Director of Service. They will want to know what your complaint is in order to assist with a possible resolution. You will hear back within seven days with a letter that states the outcome of your discussion.

## STEP 3

### Internal Review Panel

If you are not satisfied with the response from a Director of Service, you may request a hearing from the Society's Internal Review Panel. This request must be made in writing to the Executive Director. The Executive Director will arrange for you to present your complaint to the Internal Review Panel.

The Internal Review Panel will determine if Agency policies and procedures were properly followed and will reach a solution to your concern, if possible.

You will receive a letter within seven days of the meeting giving the response of the Internal Review Panel. If a solution has not been found, then options for further review of your complaint outside of the Society will be provided.

### Child & Family Services Review Board (CFSRB)

You may ask the Child and Family Services Review Board to review your complaint if the complaint meets one of the following criteria.

#### You claim that our agency has:

- ▶ Refused to proceed with a complaint
- ▶ Failed to respond to your complaint within the required time frame with the complaint procedure outlined in this brochure
- ▶ Not given you an opportunity to be heard regarding a decision affecting your interests or concerns about the service you received
- ▶ Failed to provide you with the reasons for a decision that affects your interests.

You may also contact the Child and Family Services Review Board if you believe there are inaccuracies in your file at our agency. A complaint about file accuracy can only be made after it has been heard by the agency's Internal Review Panel.

Your request for a review at the Child and Family Services Review Board must be made in writing on the prescribed form available through the Child and Family Services Review Board.

### Child and Family Services Review Board

15 Grosvenor St., Ground Floor  
Toronto, ON M7A 2G6  
(416) 327-0111 or 1-888-777-3616  
TTY: Call the Bell Relay Service at 1-800-855-0511  
Fax: 416-327-0558  
Email: [cfsrb@ontario.ca](mailto:cfsrb@ontario.ca)  
[www.cfsrb.ca](http://www.cfsrb.ca)

### Ombudsman of Ontario

The Ombudsman resolves and investigates complaints about services provided by Ontario Children's Aid Societies.

The Ombudsman helps children and youth in care who have problems with their placements, questions, or concerns about their rights as a child/youth in care.

The Ombudsman also helps concerned adults such as family members of young people in care, service providers and others.

### You can contact the Ombudsman of Ontario at:

#### Children & Youth Unit

401 Bay Street, Suite 2200  
Toronto, ON M5H 2Y4  
1-800-263-2841  
[cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)

#### General Complaints:

1-800-263-1830  
[info@ombudsman.on.ca](mailto:info@ombudsman.on.ca)