Children's Aid Society | La Société de l'aide à l'enfance
WINDSOR-ESSEX

PROCEDURES FOR SERVICE COMPLAINTS

Talk or Write to the CAS Worker, Supervisor or their Director - Sometimes, you can work things out directly with the Children's Aid Society (CAS) worker, supervisor or their Director of Service. Every attempt will be made to respond within 24 hours of receipt of the concern/complaint.

Complain in writing to the CAS – If you are not satisfied after speaking to the Supervisor or Director, you can complain in writing to the Children's Aid Society (CAS) using the Formal Complaint To A Society's Internal Complaints Review Panel (ICRP) form. This form can be found on our website at www.wecas.on.ca or on the Ministry's website at: https://forms.mgcs.gov.on.ca/en/dataset/006-3249

Complain in writing to the Child and Family Services Review Board - The Child and Family Services Review Board (CFSRB) is separate from the Children's Aid Society (CAS). It is responsible for reviewing certain actions and decisions of CAS. The Board can only review certain things, such as if CAS:

- wouldn't review your complaint
- didn't give you a chance to be heard
- didn't give you reasons for their decision
- didn't follow certain timelines when responding to your complaint

NOTE: You do not have to complain to CAS before going to the CFSRB.
Visit the following website for more information on filing an application with the CFSRB:
https://tribunalsontario.ca/cfsrb/forms-and-filing/cfsrb-form2/

Complain to the Ontario Ombudsman - The Ontario Ombudsman's Children and Youth Unit is responsible for looking into concerns about services received from a Children's Aid Society.
https://www.ombudsman.on.ca/have-a-complaint/make-a-complaint

Complain to the Ontario Ombudsman regarding French Language Services (FLS) - If you are having trouble receiving government services in French, you can contact the Ontario Ombudsman to make a complaint. Visit the following website for more information: https://www.ombudsman.on.ca/en/make-complaint/what-we-can-help-you/french-language-services

Complaints about our Information Practices – Societies are required by Part X of the *Child, Youth and Family Services Act, 2017*, to protect privacy and enable access to, and correction of, records of personal information in their custody or control related to the provision of a service. We encourage you to contact us with any questions or concerns you might have about our information practices. If your privacy questions have not been answered or issues not resolved to your satisfaction, you can make a formal privacy complaint in writing to our Compliance and Privacy Officer at pofficer@wecas.on.ca. If you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario (IPC). The IPC acts independently of the government and societies to oversee Ontario's access to information and protection of privacy. The IPC can be reached at: Office of the Information and Privacy Commissioner, 2 Bloor Street East, Suite 1400, Toronto ON M4W 1A8, Telephone: 416-326-3333; Toll Free: 1-800-387-0073; TDD/TTY: 416-325-7539, Email: info@ipc.on.ca

Complaint about Accessibility – If you wish to file a complaint against the agency about accessibility or the way we provide services to people with disabilities, contact the agency by using our Accessible Customer Feedback Form. This form may be found on the agency's website at www.wecas.on.ca under Accessibility. The completed form can be dropped off or emailed to info@wecas.on.ca. A response will be provided within 14 days of receipt.

INTERNAL COMPLAINT REVIEW PANEL PROCESS

Step 1
- If you are not satisfied with the decision of the Director of Service you may ask for your written Complaint to proceed to the Internal Complaint Review Panel (ICRP)

Step 2
- You will be advised, in writing, within 7 days if your complaint is deemed appropriate to move forward.

Step 3
- If deemed appropriate to move forward, within 14 days you will be afforded an opportunity to present your matter before the Panel.

Step 4
- After the Panel has heard your matter you will be notified in writing within 14 days of the Panels decision.

DATE_____ **PHONE #** _____

NAME: _____

Address: _____

Case Worker _____

Signature of Complainant _____

Signature of Society Staff receiving Complaint _____

PLEASE PROVIDE DETAILS OF THE COMPLAINT – please use separate paper for further details