If required please use additional pages.

The Windsor-Essex Children's Aid Society
1671 Riverside Drive E., Windsor, ON N8Y 5B5
33 Princess St., Suite 505, Leamington, ON N8H 5C5

WINDSOR-ESSEX Children's Aid Society

PROCEDURES for SERVICE COMPLAINTS

The Windsor-Essex Children's Aid Society is dedicated to the well-being and safety of every child by advocating for, and partnering with, our children, families and communities.

The Society encourages individuals to make all attempts to resolve concerns or complaints with the worker assigned to their case

1. When a resolution cannot be agreed upon you may ask that the matter be brought forward for review by the worker's supervisor. Every attempt will be made to respond within 24 hours of receipt of the concern/ complaint.

2. If a resolution is not agreed upon at this stage you may submit your written concern/complaint on this form and have it forwarded to the appropriate Director of Service. A response can be expected within 7 days.

3. If you are not satisfied with the decision of the Director Service you have the choice to either proceed to an Internal Complaint Review Panel (ICRP) or the Child & Family Services Review Board (CFSRB). More information on the ICRP can be found at http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&SRCH=1&ENV=WWE&TIT=icrp&NO=024-3079E.

   More information on the CFSRB can be found at http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&SRCH=1&ENV=WWE&TIT=CFSRB&NO=004-0009E

   If you are unable to access the required forms online, the Society will provide one to you.

INTERNAL COMPLAINT REVIEW PANEL

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 Worker receiving the Complaint_____

Date Complaint Received _____

PLEASE PROVIDE DETAILS OF THE COMPLAINT

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