TO POSE NEW		
If required, please use additional pages.		
Windsor-Essex Children's Aid Society		

1671 Riverside Drive East, Windsor, ON N8Y 5B5



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.

1st

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

2nd

• 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 for review. Once the issue has been brought forward to the Director of Service a response can be expected within 7 days.

However, should the issues, concerns or complaints <u>NOT</u> be resolved at this stage, the following formal procedures will begin:

	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 Step 3	•You will be advised in writing within 7 days if your complaint is deemed appropriate to move forward.	
	•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.	
Step 5	•Information with respect to proceeding to the Child & Family Services Review Board (CFSRB) can be found on the Ministry's website and on the Windsor-Essex Children's Aid Society website.	
Date _	Phone	
Name		
Addre	Address	
Case V	Case Worker	
Signat	Signature of Complainant	
Signat	Signature of Society Worker receiving the Complaint	
Date C	Date Complaint Received	
	PLEASE PROVIDE DETAILS OF THE COMPLAINT	