

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 <http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf>

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). The CFSRB is responsible for reviewing certain actions and decisions of CAS. <http://www.sito.gov.on.ca/cfsrb/complain-about-services-of-a-childrens-aid-society>

The Board can only review certain things, such as if CAS:

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

You don't have to complain to CAS before going to the Board.

Complain to the Ontario Ombudsman - As of May 1, 2019, 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 French Language Services Commissioner (FLSC) –
<http://www.csfontario.ca/en/plaintes>

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 Worker receiving the Complaint _____

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