

Resolving Client Concerns or Complaints

The Children's Aid Society of Oxford County ensures that all families and children receive appropriate and courteous service at all times. If you are dissatisfied with the services you are receiving, we want to work together with you to resolve them. We also have a formal process to review your complaints as required by the Child Youth and Family Services Act.

Addressing Concerns

In many situations, your concerns can be satisfactorily resolved by discussion directly with your CAS worker responsible for the case or program. You may also request to speak with the responsible manager, including a meeting if desired.

Formal Complaint Review Process

Where efforts to resolve the concerns with the worker and manager are not successful, the Society has a formal complaint review process. This consists of a meeting with an Internal Complaints Review Panel (ICRP). The ICRP is made up of a senior manager from the CAS who has not been directly involved in your situation and one external person who does not work for the CAS (usually a member of the Board of Directors). No person selected as a member of the ICRP shall have had any direct involvement with the complaint being reviewed. You may bring one person to support you at the ICRP meeting, as well as a representative, if applicable, from each of your bands or First Nations, Inuit or Metis communities. An interpreter may be provided by the Society if you need one. The ICRP's role is to understand

your concerns, find areas for resolution and identify next steps.

To begin a formal review process, you must complete the **Formal Complaint to a Society's Internal Complaints Review Panel (ICRP) Form**. Copies of this form are available at the CAS office or from the Ministry of Children, Community and Social Services at:

[Formal Complaint to a Society's Internal Complaints Review Panel](#)

A formal complaint must be made in writing using this form. **Once the form is completed, it can be submitted to the CAS by mail, by fax, by e-mail or it may be hand delivered.** Within seven (7) days after the CAS receives your written complaint, you will be notified in writing as to whether or not your complaint is eligible for review by an Internal Complaints Review Panel (ICRP) in accordance with the procedures and regulations embedded in *Section 119 of the Child, Youth and Family Services Act, 2017 (CYFSA)*.

If your complaint is eligible for review, you will be notified of a date for a meeting with the ICRP. The meeting shall be scheduled at a time that is mutually convenient for the complainant and the members of the ICRP and shall be held within 14 days of the date on the written notification sent to you unless you ask that it take place later.

Within 14 days after the meeting, the ICRP shall send a written summary of the results of the meeting including any agreed upon next steps.

(over)

Matters that the CAS Cannot Review

The CAS cannot conduct an internal review of a complaint if the subject of the complaint:

- Is an issue raised by a person who has not sought or received service from the Children's Aid Society of Oxford,
- Is an issue that has been decided by the Court or is before the Court (e.g. a decision by the Court placing a child in Society care), or
- Is subject to another decision-making process under the *Child Youth and Family Services Act* or the *Labour Relations Act, 1995*.

How is a complaint made to the Child and Family Services Review Board?

At any time during or after the formal complaint process, you may make an application to the **Child and Family Services Review Board** about your complaint. Application forms for the Child and Family Services Review Board and information about the process at the Board are available at the CAS office or from the Board itself at:

<https://tribunalsontario.ca/cfsrb/forms-filing/>

The Application Form must be submitted by email, fax or mail to:

Tribunals Ontario
Child and Family Services Review Board
15 Grosvenor Street, Ground Floor
Toronto ON M7A 2G6
Fax: (416) 327-0558
Telephone: (416)327-0111 or 1(888)777-3616

When To Complain to the Ombudsman

As of May 2019, the Ombudsman may investigate any matter concerning a child with respect to a Children's Aid Society service. The Ombudsman may also investigate any

matter concerning a child or young person with respect to a service provided by a residential licensee, including:

- A service provided by a residential licensee to a child placed with the licensee by a Children's Aid Society or other entity.
- A service provided by a residential licensee to a child committed to a secure treatment program.
- A service provided by a residential licensee to a young person who is detained or committed to custody under the *Youth Criminal Justice Act* or the *Provincial Offences Act*.

In order to complain to the Ombudsman, you must fill out the **Ombudsman's Form** at:

<https://www.ombudsman.on.ca/have-a-complaint/make-a-complaint>

Contact Information

For information about making a complaint, please contact your case worker or:

Service Response Coordinator
Children's Aid Society of Oxford County
712 Peel Street
Woodstock, ON
N4S 0B4

www.casoxford.on.ca