



It is important that you know who to contact if you have concerns:

Contact Person: _____

Extension #: _____

His/Her Supervisor: _____

Supervisor's Extension #: _____



Procedure For Review of Service Complaints

Referral Sources &
Community Partners



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Introduction

The Children's Aid Society of London & Middlesex (CASLM) strives to offer the best possible services to families and children. However, as a community member/partner, you may feel we could do better. We value our relationships with you and our desire is to resolve any issues in a timely manner.

If you have a concern or complaint about your experience with the Society, please tell us as soon as possible, so we can find a solution.

The most direct way to do this is to address the matter directly with the person(s) involved. We will make every effort to resolve the matter to your satisfaction as soon as possible. Concerns/complaints regarding court decisions or any matter before the Court or falling under the Labour Relations Act are not eligible for review.

Please be aware the provincial legislation prevents us from discussing any aspects of a case, including whether or not specific children are in the care of, or if they or their families are receiving service from, the Children's Aid Society.

Your complaint does not need to be in writing. If, however, you wish to do so, and if it is difficult to do so, we suggest you ask a family member, trusted friend or community agency for help writing your letter.

Complaint Process

Step 1—Discussion with Your Contact Person at CASLM

Discuss your concern/complaint directly with your contact person at CASLM to determine if there is an explanation or solution.

Step 2—Discussion with the Supervisor

If your concern/complaint is not resolved following a discussion with your contact person, you can have a further discussion with this person's Supervisor. The Supervisor will need to speak with your contact person to find out what has already been done to try to resolve the problem.

Following that discussion, the Supervisor will then contact you to try to resolve your concern/complaint. This might be over the phone or at a meeting.

Step 3—Discussion with the Service Director

If you are still not satisfied after discussing your concern/complaint with the Supervisor, you may now choose to speak with the Service Director. This will happen within 2 weeks of you requesting this step. You can submit a letter with your concern/complaint, however, this is not required.

In the event that your complaint has not been resolved, a letter detailing the discussion will be summarized and forwarded to you within 2 weeks of the conversation/meeting. The decision of the Service Director is final.

Only those who have sought or received a service from CASLM can take their complaint to an outside body such as the Child and Family Services Review Board (CFSRB) or the Ontario Child Advocate Office (Advocate's Office). For more information, you can visit their respective websites at:

www.sjto.gov.on.ca/cfsrb

www.provincialadvocate.on.ca

