

**External Review Process—Review by the
Child & Family Services Review Board
(CFSRB) and/or the Ontario Child
Advocate Office (Advocate’s Office)**

The **CFSRB** is an independent external panel that reviews certain complaints concerning child welfare services in Ontario. You may contact them after going through the Society’s Informal and/or formal complaint process. You may also contact them at any time instead of using the Society’s informal or formal processes.

For more information about the CFSRB, please ask your Worker for a Ministry brochure or visit the CFSRB website at:

www.sjto.gov.on.ca/cfsrb

The Ontario Child Advocate Office (Advocate’s Office) can also conduct investigations under the jurisdiction of the PACY Act into matters concerning a child (or group of children) receiving services from a Children’s Aid Society. However, before bringing your complaint to the Advocate’s Office, you must first make a complaint through either the CAS’s internal complaints procedure OR the CFSRB.

For more information about the Advocate’s Office, please visit their website at:

www.provincialadvocate.on.ca

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

My Worker/Contact Person is:

Worker’s/Contact Person’s Ext. is:

Worker’s/Contact Person’s Supervisor is: _____

Supervisor’s Ext. is: _____



**Procedure For
Review of
Service Complaints**

**Children, Youth & Families
Receiving Service from CAS**



1680 Oxford Street East
P.O. Box 7010
LONDON, ON N5Y 5R8

Telephone 519-455-9000
Fax 519-455-4355
MRS 1 800 668 9286
Bell Relay 711

www.caslondon.on.ca



Introduction

The Children's Aid Society of London & Middlesex (CASLM) is committed to offering the best possible services to families and children. However, there may be times when you feel we could do better.

If you have a concern or complaint about service you have **sought or received** from the Society, please tell us as soon as possible, so we can find a solution.

The most direct way is to ask to have your concern reviewed **informally**. If we are unable to resolve the matter, we will advise you how to have your concern reviewed **formally**.

Informal Complaint Process

Your informal complaint does not have to be in writing; however, you may choose to submit a letter at any time. If writing a letter is difficult, we suggest you ask a family member, friend or community agency for help.

Step 1—Discussion with the Assigned Worker or Other Contact Person

Discuss your concern/complaint directly with your Worker (or other contact person) 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 Worker, /contact person you can have a further discussion with

their Supervisor. The Supervisor will need to speak with your Worker /contact persons to find out what has already been done to try to resolve the problem

Following that discussion, the Supervisor will then contact with 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 request this verbally or in writing (letter or email) through the Supervisor.

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. The decision will be final. If you are not satisfied following receipt of the final decision, you can make a formal complaint to the Society.

Formal Complaint Process

In order to launch a formal complaint, you must submit a letter to the Associate Executive Director (AED). In your letter, state that you would now like your concern/complaint reviewed formally (attach any letters that you have submitted previously).

You will receive a response from the Society within 7 days letting you know if your complaint is eligible for review. If it is, you will be invited to meet with the Society's **Internal Complaint Review Panel (ICRP)** within 14 days unless you request a later date. Within 14 days of this meeting you will receive a letter summarizing the results of the meeting.

