

What happens after I first make a complaint to CCAS?

Within 24 hours of making a complaint you, or someone who has made a complaint on your behalf, will hear from a worker or supervisor to:

- * Let you know that they have received your complaint;
- * Discuss the complaint procedure and different options that are available, and answer any questions you may have. Complaint options include:
 - * informal review
 - * formal complaint process through the internal review complaint panel (ICRP), or
 - * Child and Family Services Review Board (CFSRB)
- * Advise you about the Ombudsman's Office so that you may contact the Ombudsman at any time if you are unhappy with how your complaint is being handled.
- * Confirm the above in writing and provide this to you and/or the person who has made the complaint on your behalf.

Getting help from an advocate

An advocate is someone who helps you make a complaint by:

- * Identifying problems that need to be fixed
- * Attending meetings with you
- * Finding the right words to say
- * Giving you the confidence to speak up

An advocate can be a trusted friend, family member, foster parent, teacher or social worker etc. They must have your agreement before they can participate, and they should not take over or make decisions for you.

Getting help from the Ontario Ombudsman

You may complain directly to the Ombudsman about any matter, without beginning or completing a process to complain to a society's internal complaints review panel.

The Ombudsman can also conduct investigations. You can ask for an investigation once you have tried to resolve your complaint through the steps listed inside this brochure. The Ombudsman is also able to receive and respond to complaints regarding the provision of French language services.

www.ombudsman.on.ca

1-800-263-2841 toll-free / sans frais 416-325-5669 in Toronto / à Toronto

Your personal information

We are required to follow the privacy rules under the *Child, Youth and Family Services Act, 2017* to keep personal information of service users safe and secure. Service users have the right to know how we may use and give out their service information, and how they can get access to it.

The Society's *Notice of Information Practices* will be provided to all service users so their rights to access and corrections, as well as our responsibilities under Part X are known. Questions or concerns about personal information may be directed to the case worker, supervisor or Privacy Lead. If concerns remain service users may contact the Privacy Commissioner of Ontario.

Information and Privacy Commissioner of Ontario

2 Bloor St E, Suite 1400 Toronto, ON M4W 1A8
Phone: 416-326-3333 or 1-800-387-0073
TDD/TTY: 416-325-7539 Fax: 1-416-325-9195
E-mail: info@ipc.on.ca Website: www.ipc.on.ca

Making a complaint about a children's aid society

OUR SHARED VISION

Safe and thriving children and youth

Empowered families

Stronger communities

You can make a complaint about a children's aid society by submitting a complaint:

- Directly to the society, and/or
- To the Child and Family Services Review Board, and/or
- To the Ontario Ombudsman

This brochure provides additional information about filing a complaint. Or you can go to the website of the Ministry of Children, Community and Social Services at <http://www.children.gov.on.ca/htdocs/English/childrensaid/societies/ocascomplaint.aspx>.



Making a complaint about a children's aid society

Revised 12/2019
CCAS of Hamilton



(905) 525-2012 AFTER HOURS (905) 522-8053
EN FRANÇAIS 1 (855) 550-3571
www.hamiltonccas.on.ca @hamiltonccas

Catholic
Children's Aid Society
of Hamilton



Société d'aide à l'enfance
catholique
de Hamilton

What is the process for making a complaint?

OUR SHARED
VISION

Safe and
thriving
children and
youth

Empowered
families

Stronger
communities

We recommend the following process for getting the best results.

Start with an informal complaint process.

- * Talk directly to your worker and/or foster parent. This is potentially the fastest and easiest way to resolve your concerns.
- * If you are not happy with the answers you get from your worker or foster parent, talk to your worker's supervisor either in person or on the phone.
- * If you are still not satisfied, you can contact the appropriate Service Director to request a conversation or meeting. The Service Director will work with you and the staff to resolve your concerns. The worker and supervisor may also be present at the meeting. If you wish, you may bring someone to support you during this or any future discussion of your concerns.

If the informal process has not resolved your concerns, or if you chose not to pursue the informal process, you can launch a formal complaint.

Our Internal Complaint and Review Process is summarized below, and outlined in more detail on our website at <http://www.hamiltonccas.on.ca/about-us/complaint-process/>. It offers a fair and open method to have your concerns or complaints resolved.

At any time during the Complaint and Review Process, you may bring someone with you for support or to help interpret your concern if you are more comfortable communicating in a language other than English.

To begin a formal review of your concern or complaint, you must put it in writing, using the form that's available on our website, and send it to the Director of Child Welfare. We will review your submission within 7 days to determine whether it is eligible for review. We are required to provide you with a written response to notify you that either:

- * Your complaint is not eligible for review and the reasons why, or;
- * Your complaint is eligible, in which case a meeting will be set up within 14 days, or later if you prefer.

A review panel chosen by the Executive Director of the agency will be comprised of senior agency staff who are not involved with your case and a person not employed by the agency (this could be a member of the Board of Directors of CCAS.) You may bring a representative with you to this meeting. If you are a member of a band or aboriginal community, you may also bring a representative of your band or aboriginal community. The panel will review your concerns and discuss them with you at the meeting.

Within 14 days after the meeting, the review panel will send you a written summary of the meeting, including agreed upon steps. The decisions of the agency, once it has completed this formal review process, are final.

You can ask the Child and Family Services Review Board (CFSRB) to review your complaint.

In order to do so your complaint must meet one of the following criteria.

You claim that CCAS has:

- refused to proceed with a complaint
- failed to respond to your complaint within the required time frame
- failed to comply with the complaint procedure outlined above
- not given you an opportunity to be heard regarding a decision affecting your interest or concerns about the service you received
- failed to provide you with the reasons for a decision that affects your interests.

You may contact the Child and Family Services Review Board if you claim inaccuracy in your file at CCAS. This complaint about file accuracy can only be made after it has been heard by CCAS's Internal Complaint Review Panel.

Contact the Child and Family Services Review Board:

655 Bay Street, 14th Floor
Toronto, Ontario, M7A 2A3
(416) 327-0111 or 1-888-777-3616
Fax: (416) 327-0558
www.cfsrb.ca
cfsrb@ontario.ca

If you think you need legal representation for a child, you can contact the Office of the Children's Lawyer.

393 University Avenue, 14th Floor
Toronto, ON M5G 1E6
Tel: (416) 314-8000
Fax: (416) 314-8050

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