

## What Happens in a Formal Complaint Review?

A formal complaint is made by requesting an Internal Complaint Review Panel process. You can make a formal complaint from the beginning, or at any other time you aren't satisfied with the informal review process, or you are not happy with how your complaint was resolved. You can read about it here on our website at Resolving concerns and complaints – Catholic Children's Aid Society of Hamilton (hccas.ca).

There is a form that has to be filled out and sent to the Society. A meeting will be set up to deal with your complaint. You can request help to complete the form, to attend the meeting and understand how it works. You can bring a support person, and if you identify as First Nations Inuit or Metis, you can have a Band Rep or elder attend with you. After the meeting you will get a written response from the Panel.

Another way to make a formal complaint is to ask the Child and Family Services Review Board (CFSRB) to review your complaint. The Board can review if the Society has refused to review your complaint, has taken too long to respond, has not followed the procedures, has not given you the opportunity to be heard about a decision, or didn't give you reasons for a decision that affect your interests. You can read more about it here

[CFSRB: Complain About Services of a CAS](#)



# Complaint Brochure

## For Children and Youth in Care

**There is always someone  
available to help!**

### Our shared vision

Child and youth safety, well-being,  
and resilience  
Thriving Families  
Community partners working  
together


You have the right to complain about the help you are receiving from the Catholic Children's Aid Society and anytime you think your rights are not being respected or followed. A complaint could be because:

- You don't feel you are getting enough help or support
- You don't feel that you are being listened to about important decisions
- You don't understand why a decision was made
- One of your rights is not being provided to you

If you are not sure about your rights, you can ask your worker for a copy of the Rights and Responsibilities Booklet and to explain them to you, or visit Resolving concerns and complaints – Catholic Children's Aid Society of Hamilton (hccas.ca)

# How to make a complaint?

- Talk to your worker or foster parents
- Talk to your worker's boss (supervisor)
- Fill out a complaint form on paper or online at [www.hamiltonccas.on.ca](http://www.hamiltonccas.on.ca) (you can ask for help)
- You have the right to contact the Office of the Ontario Ombudsman at: [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca) 1-800-263-2841 (toll-free) Children & Youth Ontario Ombudsman
- If you need to talk to a lawyer, call the Office of the Children's Lawyer at: 416-314-8000
- You can also contact the Child and Family Services Review Board at: [cfsrb@ontario.ca](mailto:cfsrb@ontario.ca) 1-888-777-3616 TTY: Call the Bell Relay Service at 1-800-855-0511



**You don't have to speak up alone. You can ask a trusted adult to help you at any time or to make a complaint on your behalf. The agency has a complaints process to make sure that your concerns are heard and responded to.**

## What happens next?

Your worker or their supervisor will get back to you within 24 hours to:

- Let you know that they have received your complaint,
- Talk to you about the different ways complaints are reviewed,
- Answer any questions you may have
- Find out from you how you want to have your complaint reviewed
- Tell you about the Ombudsman's Office and how to contact them at any time.

There are different ways to review your complaint and you can decide which one is best for you:

- You can meet with your worker or their supervisor to try and resolve your complaint. Many complaints can be solved this way (this is called an *informal review*) OR
- Your complaint could be heard at a *formal review* by the CCASH. This means that your complaint is heard by an Internal Complaint Panel. This panel is made up of people who want to hear your complaint and help to resolve it.
- You can also make a formal complaint to the Child and Family Services Review Board which is a group of people who can review a complaint in some circumstances.

## What happens in an Informal Complaint Review?

This means you meet with your worker, and if you wish your foster parent to talk about your concerns. You meet with your worker's supervisor if your complaint is about your worker or your foster parent, or you are not happy with how your complaint is being resolved. You can meet with the Director of Service if you are still not happy with how your complaint is being resolved.

At any time when you are talking to or meeting about your complaint, you can have someone with you to support you. They can help you figure out the problem that you want to complain about, find the right words to say and give you the confidence to speak up.

You or a person who has made a complaint for you will get an update every 15 days while the Society works on reviewing and dealing with your complaint.

Information about your complaint and how it was resolved will be given to you in writing, in a way that you can understand.

Afterward, you will have a meeting to make sure that you found the process helpful, and to make sure you felt heard.