

What happens after I first make a complaint to CCASH?

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:
- o Informal review
 - o Formal complaint process through the internal review complaint panel (ICRP), or
 - o Child and Family Services Review Board (CFSRB)
- Advise you about the Ontario Ombudsman's Office so that you may contact the Ombudsman at any time if you are not satisfied with how your complaint is being handled.
 - Confirm with you the process you wish to follow to resolve your complaint.

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, or member of your community. 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, at any time, without beginning or completing a process to complain to a Children's Aid 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.

Web: www.ombudsman.on.ca

Toll free/sans frais: 1-800-263-2841

In Toronto/ á Toronto: 416-325-5669

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 of the Act 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 Information and Privacy Commissioner of Ontario.

Information and Privacy Commissioner of Ontario

2 Bloor Street E, Suite 1400, Toronto ON M4W 1A8

Tel: 416-326-3333 or 1-800-387-0073

TDD/TTY: 416-325-7539

Fax: 1-416-325-9195

Email: info@ipc.on.ca

Website: www.ipc.on.ca

Making A Complaint

About A Children's Aid Society

The CCASH strives to work for the safety and well-being of children, youth and families in a supportive manner. We recognize that conflict may occur during this process and we want you to know how we will handle your concerns.

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 making a complaint. Or you can visit the website of the Ministry of Children, Community and Social Services at www.children.gov.on.ca.

What is the process for making a complaint?

Start with an informal complaint review process:

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

The outcome of the informal complaint review process will be provided to you in writing.

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

Formal Complaint Review process:

To begin a formal review of your concern or complaint, you must put it in writing, using this [form](#), also available on our website, and send it to the Society. You can have help from another person to complete the ICRP complaint form.

Our Internal Complaint and Review Panel (ICRP) process is summarized on our website. [Resolving Concerns and Complaints – Catholic Children's Aid Society of Hamilton \(hccas.ca\)](#)

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 comprised of senior Society staff who are not involved with your case and a person not employed by the Society (this could be a member of the Board of Directors of CCASH).

If you are French speaking, or require language translation, translation services will be provided. You may bring a support person with you to this meeting. If you are a member of a band or a First Nation, Inuit or Métis community, a representative of your band or First Nation, Inuit or Métis community can attend. 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 review of your complaint and any recommended steps to resolve the complaint.

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 CCASH 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 CCASH. This complaint about file accuracy can only be made after it has been heard by CCASH's Internal Complaint Review Panel.

Child and Family Services Review Board:

15 Grosvenor Street, Ground Floor,
Toronto, ON M7A 2G6
Tel: 416-327-0111 or 1-888-777-3616
Fax: 416-327-0558
Web: www.cfsrb.ca
Email: 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