

## Introduction

The Children's Aid Society of London and Middlesex (CASLM) is committed to upholding the rights of children and youth in care. However, there may be times when you feel we could do better or you may feel that your rights have been violated. We want to hear from you. We have developed this brochure to provide you with a guide to navigating systems available to you.

If you require more information about your rights and responsibilities, refer to our Rights and Responsibilities brochure that can be provided to you by your Worker or by visiting our website page.

## Who Can You Talk to About Your Concerns or Issues?

Your worker  
Your parent  
Your care provider  
A staff in your placement  
Anyone you trust to help you (i.e., teacher)!

## Serious Occurrence Investigation Process

If you report abuse/maltreatment while in care, or if allegations of abuse are reported to us about you, these incidents are called "Serious Occurrences."

We assess these quickly and thoroughly to ensure your safety; we will tell you about the outcome. Your parents and/or Band Representative, where applicable, will also be advised of the allegations and of CASLM's plan to protect you.

Ombudsman Ontario Children and Youth Unit  
401 Bay Street, Suite 2200  
TORONTO, ON M7A 0A6  
Toll-free (inside Ontario only): 1-800-263-2841  
Telephone: 416-325-5669  
TTY (teletypewriter): 416-325-2648  
Fax: 416-325-5681  
Email: [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)  
Website: <https://www.ombudsman.on.ca>  
Facebook: Ontario Ombudsman  
Twitter: @Ont\_Ombudsman

Information and Privacy Commissioner of Ontario  
Telephone: 1-800-387-0073  
Website: [ipc.on.ca](http://ipc.on.ca)

Child and Family Services Review Board  
15 Grosvenor St, Ground Floor,  
Toronto, ON M7A 2G6  
Telephone: 416-327-0111; 1-888-777-3616  
TTY: Call the Bell Relay Service at 1-800-855-0511  
Email: [cfsrb@ontario.ca](mailto:cfsrb@ontario.ca)

Residential Placement Advisory Committee  
Telephone 519-438-4783  
Toll Free: 1-877-480-2726  
General Email: [info@cscn.on.ca](mailto:info@cscn.on.ca)

Kids Help Line  
Telephone: 1-800-668-6868



Children's Aid Society  
La Société d'aide à l'enfance  
LONDON & MIDDLESEX  
1680 Oxford Street East, P.O. Box 7010  
London, ON N5Y 5R8  
Telephone: 519-455-9000  
Email: [info@caslondon.on.ca](mailto:info@caslondon.on.ca)

Privacy Office  
Telephone: 519-455-9000 ext. 2411  
Email: [Privacy@caslondon.on.ca](mailto:Privacy@caslondon.on.ca)

Revised: 2023.05



# Procedures for Review of Service Complaints

## A Guide for Children and Youth in the Care of CASLM

who are receiving service with one of the following  
legal statuses: Temporary Care, Interim Society Care,  
Extended Society Care, Customary Care, or Voluntary  
Youth Service Agreement.



Children's Aid Society  
La Société d'aide à l'enfance  
LONDON & MIDDLESEX

## Informal & Formal Complaint Procedure

We ask that you or your support person begin by speaking with your Worker about any concern whether it is about the care you are receiving from us, your care provider, a volunteer, or anyone else in your life. Your Worker will ensure that concerns about our agency are brought forward and addressed or will act as your advocate to address concerns if you are experiencing challenges with other service providers (i.e., school, group home, treatment centre, detention centre, etc.).

If you or your Worker cannot sort it out, or you do not feel comfortable to speak with your Worker, ask to speak to their Supervisor. You can also request to speak with a Service Director or our Privacy Officer. At any time in the process, you may also start a formal complaint process and request to have your complaint reviewed by the CASLM Internal Complaint Review Panel (ICRP) or you may connect with one of the authorities with external oversight of residential care and/or CASLM operations.

### To Start An Internal Formal Complaint with CASLM

**By phone:** Call CASLM at 519-455-9000 and advise switchboard that you wish to file a formal complaint. They will direct your call from there.

**By hand/mail/email:** Write a note/letter/email in the language of your choice. The form 'Formal Complaint To A Society's Internal Complaints Review Panel' can be found at: [forms.ssb.gov.on.ca](http://forms.ssb.gov.on.ca) and may be used to seek the formal complaint process but it is not required. Provide your written complaint to your Worker, a person you trust, or email/mail it to CASLM (contact info on back panel).

## Our Internal Formal Complaint Process

You, and your Band Representative (where applicable) will receive an acknowledgement of your complaint from us within 24 hours of submission to discuss steps to ensure your immediate safety. Within 7-days you will be advised whether your complaint will be heard by the ICRP and, if the answer is yes, you will be provided opportunity to meet with the ICRP within 14-days of this notification. Shortly thereafter you will receive the recommendations of the panel in writing.

### External Oversight of CASLM Operations

#### To Request a Placement Review:

Should your parent or you (if over the age of 12-years) have an objection to your placement you may request that a Residential Placement Advisory Committee (RPAC) review your objections to your placement. RPAC will review your placement and make recommendations. Refer to the back panel of this brochure for their contact information.

#### To Speak with the Ontario Ombudsman:

The Ombudsman's office oversees and investigates government agencies; this includes Children's Aid Societies. If you have a complaint or you need help resolving a problem, you can contact the Ombudsman's office or you can also fill in a complaint form online at: [ombudsman.on.ca](http://ombudsman.on.ca). Refer to the back panel of this brochure for their contact information.

#### Child and Family Services Review Board

The Child and Family Services Review Board (CFSRB) conduct reviews and hearings on a number of legal matters that affect children, youth and families in Ontario. If you have a complaint about services you have received from the Society you may have the right to complain to the CFSRB.

There is a brochure called 'Do you have a complaint about services you have sought or received from an Ontario Children's Aid Society?' which outlines the steps for making a complaint. This brochure, forms and information about filing a complaint can be found at: [tribunalsontario.ca/cfsrb](http://tribunalsontario.ca/cfsrb).

## Concerns About Your Privacy

Under Part X of the Child, Youth and Family Services Act, the Information and Privacy Commissioner of Ontario (IPC) has oversight and investigates concerns related to the improper collection, use, or disclosure of personal information in the delivery of child welfare services. Additionally, they investigate concerns related to refusal of access or correction of record and a violation of privacy. Refer to the IPC online platform to make a complaint to them.

**Note: No matter what option you choose when addressing your complaint/concern, we will document information we receive, and actions taken within your record with us.**

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

**My Worker/Contact Person:**

\_\_\_\_\_

**Extension #:** \_\_\_\_\_

**My Worker's/Contact Person's Supervisor:**

\_\_\_\_\_

**Extension #:** \_\_\_\_\_