

By law, you have the right to
request a correction to
your information if it is
incorrect.

The procedure described in this brochure is about correcting an error of fact at the time the record was created by CASLM. It cannot be used to challenge case management decisions, professional opinions or a protection finding.

We cannot correct professional assessments, the narrative of information reported to us, documents supplied to us by collateral service providers or observations in our child welfare record that were made honestly and “in good faith” by the involved CASLM staff.



Our Mission

We promote the well-being of children, youth,
families and communities.
We protect and care for children and youth
at risk.

If at any time you are not satisfied with the
outcome of an inquiry for access or you have
other concerns related the protection of your
privacy, you may contact our
Privacy Office at:
519-455-9000 ext. 2411
Privacy@caslondon.on.ca

or contact the **Information and
Privacy Commissioner of Ontario
(IPC)** at:
Telephone: 1-800-387-0073
Email: info@ipc.on.ca
Website: ipc.on.ca

Connect With Us

Children's Aid Society of London & Middlesex
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caslondon.on.ca



www.facebook.com/CASLondonMiddlesex/



@CAS_LM

SERVICE USER GUIDE

Requesting Correction of Personal Information

Safe Children, Bright Futures



Request Process

Step 1: Request Your Record of Personal Information

The first step is to request a copy of your record to confirm what information is included. To obtain a copy of your CASLM record of personal information, email a written request, along with proof of identification to our Privacy Office at Privacy@caslondon.on.ca.

Step 2: Review Your Record of Personal Information

Review your record for accuracy.

Step 3: Submitting a Correction Request

If there is a question of accuracy of record, complete the "Request to Correct/Amend Personal Information" form. This form can be found at <https://www.caslondon.on.ca/footer/privacy> or by contacting the Privacy Office at: Privacy@caslondon.on.ca.

Tips for completing the form:

- Clearly indicate what information needs correcting. If it is a simple request, you may want to include a copy of the record with a line through the incorrect information;
- On the request form, or on a separate sheet, write the correct information exactly as you think it should be noted in your record;
- Include any supporting documentation to show that the record is incorrect; and
- Send, or deliver to a CASLM office, the complete form and all supporting documents attention the Privacy Office.

Additionally, be sure to:

- Include proof of identification as indicated on our webpage or contact our Privacy Office for direction;
- Provide any other names that you may have used previously (e.g. maiden name); and
- Sign and date the request form.

Step 4: Review

We will review your request and you will receive a written response. The CASLM will respond to all requests within 30 days. In this timeframe, the request will be fulfilled, refused with explanation, or the CASLM will request an extension of time to process the request.

What can I do if my request has been denied?

If CASLM denies your request, you may submit a brief written statement of disagreement (1-2 pages) stating that you submitted a correction request and that it was denied. This statement will be added to your record. If you are not satisfied with our response to your correction request, you may contact the Information and Privacy Commissioner of Ontario. Telephone: 1-800-387-0073 Email: info@ipc.on.ca Website: ipc.on.ca