

*External Formal Process - Review by the Child and Family Services Review Board (CFSRB) or the Office of the Information and Privacy Commissioner of Ontario (IPC) and/or the Ombudsman Ontario*

The CFSRB is an independent, external panel that reviews complaints concerning child welfare services in Ontario. Under certain circumstances, you may contact them after going through the Society's informal and/or formal complaint process. You may also contact them at any time instead of using the Society's informal or formal processes. For more information about the CFSRB, please ask your Worker for a Ministry brochure or visit: [www.sjto.gov.on.ca/cfsrb](http://www.sjto.gov.on.ca/cfsrb).

The Office of the IPC has oversight of child welfare matters specific to the management of personal information. You may contact the IPC at any time instead of using the Society's informal or formal complaint processes, if you believe the Society acted in violation of your rights under Part X of the Child, Youth and Family Services Act. For more information, please refer to the Privacy section of our website: [www.caslondon.on.ca/footer/privacy](http://www.caslondon.on.ca/footer/privacy). To contact the IPC, visit: [www.ipc.on.ca](http://www.ipc.on.ca).

The Ombudsman Ontario can also conduct investigations under the authority of the Ombudsman Act into matters concerning a child (or group of children) receiving services from a Children's Aid Society. However, before bringing your complaint to the Ombudsman's Office, you must first make a complaint through either the Society's internal complaints procedure, the CFSRB or the IPC. For more information about Ombudsman's Ontario, visit: [www.ombudsman.on.ca](http://www.ombudsman.on.ca).

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 #: \_\_\_\_\_



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

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## *Procedure for Review of Service Complaints*

*Families Receiving Services from CAS*



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## *Introduction*

The Children's Aid Society of London and Middlesex (CASLM) is committed to offering quality child welfare services to children, youth and families. However, there might be times when you feel we could do better.

If you have a concern or complaint about your privacy or service you have sought or received from the Society, please tell us as soon as possible, so we can find a solution.

The most direct way is to ask to have your concern reviewed informally. If we are unable to resolve the matter, we will advise you how to have your concern reviewed formally through the Formal Complaint Process.

## *Informal Complaint Process*

Your informal complaint does not have to be in writing, however, you may choose to submit a letter at any time. If writing a letter is difficult, we suggest you ask a family member, friend or community agency for help.

## *Step 1 - Discussion with CASLM Staff Person*

Discuss your concern/complaint directly with the CASLM staff person involved to determine if there is an explanation or solution.

## *Step 2 - Discussion with the Supervisor or Privacy Officer*

If your concern/complaint is not resolved following a discussion with the CASLM staff person, you can have a further discussion with this person's Supervisor, or the Privacy Officer. They will need to speak with the CASLM staff person involved to find out what has been done already to try to resolve the problem.

Following that discussion, the Supervisor or Privacy Officer will then contact you to try to resolve your concern/complaint. This might be done over the phone or at a meeting.

## *Step 3 - Discussion with the Service Director*

If you are still not satisfied after discussing your concern/complaint with the Supervisor or Privacy Officer, you may now choose to meet with the Service Director. This will happen within two weeks of you requesting this step. You can request this verbally or in writing (letter or email) through the Supervisor or Privacy Officer.

In the event that your complaint has not been resolved, a letter detailing the discussion with the Service Director will be forwarded to you within two weeks. The decision will be final. If you are not satisfied following receipt of the final decision, you can make a formal complaint to the Society.

## *Formal Complaint Process*

In order to launch a formal complaint, you must submit a letter to the attention of our **Executive Office**. In your letter, state that you would now like your concern/complaint reviewed formally. Please attach any letters that were submitted previously.

You will receive a response from the Society, within seven days, letting you know if your complaint is eligible for review. If it is, you will be invited to meet with the Society's Internal Complaint Review Panel (ICRP) within two weeks, unless you request a later date. Within two weeks after this meeting, you will receive a letter summarizing the results of the meeting.

