

# Procedure for the Review of Service Complaints



If you ARE a client of the Society:

Your Case Manager's name is:

\_\_\_\_\_ Tel.: \_\_\_\_\_

Your Case Manager's Supervisor is:

\_\_\_\_\_ Tel.: \_\_\_\_\_

Your Executive Director's name is:

Hugh Nicholson            Tel.: 743-9751



**Respecting all peoples of our community**

Revised December 12, 2006

## Procedure for the Review of Service Complaints

Considering the nature of the Society's mandate we realize that there will always be differences of opinion and disagreements between the Society and the people we serve.

In order to make a decision that is in the best interest of the child the Society encourages people to express their opinions and disagreements. We also endeavor to do this in a way that establishes a climate of mutual trust and respect.

The Society's complaint process embodies these principles. We have a simple and straightforward process where your complaint is addressed as quickly as possible and receives the level of attention it requires.

There are two processes for handling complaints: one for people who are not receiving services, and one for people who are receiving services.

The following are steps to follow in each situation:

1) ***If you are NOT receiving services from the Society:***

Contact the receptionist at the office nearest to you. The Society has offices in Peterborough, Lindsay and Haliburton.

The receptionist will put you in touch with the most appropriate staff member.

2) ***If you ARE receiving services from the Society:***

We encourage you to first try to resolve the issue with our case manager and, if you are not satisfied with their response, contact their supervisor.

If you are not satisfied with the action taken by the supervisor please contact the Executive Director's office at 743-9751. The Executive Director or designate will, then, investigate your complaint and contact you.

At any time in the process however, you can initiate a review of the complaint under Section 68 of the Child and Family Services Act.

## **Section 68 Appeal**

1. Under the Child and Family Services Act “a person may make a complaint to a society relating to a service sought or received by that person from the society in accordance with the regulations.”
2. An individual can also make application to be heard directly by the Child and Family Services Complaint Review Board if:
  - The society refused to proceed with a complaint made under sections 68.
  - The society failed to respond to the complaint within the required timelines.
  - The Society failed to comply with the complaint review procedures under the Child and Family Service Act (CFSA) or with any other requirements under the CFSA.
  - The Society failed to provide a complainant with reasons that affects the complainant’s interests.
3. All complaints must be submitted in writing to the Society. Your written request should identify the nature of the complaint and the action you would like to see the society take. Your written complaint must be sent to:

Executive Director  
Kawartha Haliburton Children’s Aid Society  
1100 Chemong Road  
Peterborough, Ontario K9H 7S2

If you require assistance in writing the complaint please contact the Assistant to the Executive Director at 743-9751 extension 298.
4. If the complaint involves a matter covered under a separate review procedure in the CFSA or it involves a matter before the courts, the Society cannot review the complaint under this section of the CFSA.
- 5 Under the CFSA regulations the Society has seven days (7) from the receipt of your written complaint to determine whether the complaint is eligible for review.

6. If you are not eligible the Society will notify you in writing of its decision and the reasons for this decision.
7. If you are eligible the Society will provide you with a date and time to meet with the Society’s Internal Complaints Review Panel (ICRP). A panel of three to four senior staff and community members, appointed by the executive director.
8. The ICRP must meet within fourteen (14) days after you receive notice that your complaint is eligible for review (or at a later time if you prefer).
9. The ICRB will notify you and the executive director of the Society of the results of the meeting, any follow up steps that were agreed upon and a summary of the meeting. This will take place within fourteen days (14) of the meeting.
10. If the complain is resolved to your satisfaction at any time during this process, you will receive a written letter confirming the complaint was resolved.
11. All decisions by the ICRB are final.
12. If you are not satisfied with the ICRB decision you may make application to the Child and Family Services Review Board for a hearing. If you require assistance please refer to the summary of the Child and Family Review Board Complaint Review Procedure on the Society’s web site [www.khcas.on.ca](http://www.khcas.on.ca) or contact the local office of the Ministry at 742-9292.
13. You may bring to the meeting a member of your First Nation or aboriginal community, if applicable, or one other person (please refer to the section titled “Important Information” for further details.

## **Important Information**

- 1) All complaints are treated as initially valid.
- 2) The Society views the complaint process as an important source of information that will help it enhance and improve services.
- 3) The Internal complaint Review Panel will usually be able to make a decision within one week of the meeting. In more complex situations, the time frame may be longer.
- 4) The office of the Child and Family Advocate (416-314-8000) may also be of assistance.
- 5) Laws and policies regarding client confidentiality apply to the complaint process. This may limit some of the information that you or your advisor can be party to.
- 6) This complaint process is governed by Section 68 of the Child and Family Services Act.

Kawartha Haliburton  
Children’s Aid Society

1100 Chemong Rd.  
Peterborough, Ontario, K9H 7S2  
(705) 743-9751

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Lindsay, ON K9V 4G2  
(705) 324-3594

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P.O. Box 958  
Haliburton, ON, K0M 1S0  
(705) 457-1661