

## PROCEDURE FOR THE REVIEW OF SERVICE COMPLAINTS

Considering the nature of the Society's mandate, we realize that there may be differences of opinion and disagreements between the Society and the individuals we serve.

The Society encourages individuals to express their opinions and disagreements.

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 individuals who are not receiving services, and one for individuals 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 fix the issue with your case worker and, if you are not satisfied with their response, contact their supervisor. If you are not satisfied with the supervisor's response you may contact the Director of Services.



### If you **ARE** a client of the Society:

Your Case Worker's name is:

Tel: (705)

Your Case Worker's Supervisor is:

Tel: (705)

To the attention of the Director of Services,  
Kawartha-Haliburton Children's Aid Society:

1100 Chemong Road, Peterborough,  
ON K9H 7S2

Tel.: 705-743-9751

*This document is available in an alternate format upon request by calling 705-743-9571 or email at [hr@kncas.on.ca](mailto:hr@kncas.on.ca)*

**1.800.661.2843**

**[www.kncas.on.ca](http://www.kncas.on.ca)**



# PROCEDURE

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Respecting  
all peoples  
of our community



If you are not satisfied with the action taken by the supervisor please contact:

**Director of Services at 705-743-9751.** The Director of Services 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(1)** of the Child and Family Services Act.

## SECTION 68(1) COMPLAINTS

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. All complaints must be submitted in writing (a letter) 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:  
**ASSISTANT TO THE DIRECTOR OF SERVICES**  
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 Director of Service at 705-743-9751, extension 1264.
3. 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.
4. 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.
5. If you are not eligible, the Society will notify you in writing of its decision and the reasons for this decision.
6. 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 staff and a community member who is appointed by the Executive Director.
7. 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).

8. The ICRP 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.
9. If the complaint is resolved to your satisfaction at any time during this process, you will receive a written letter confirming the complaint was resolved.
10. All decisions by the ICRP are final.
11. If you are not satisfied with the ICRP decision you may make an application to the Child and Family Services Review Board for a hearing. If you require assistance please refer to the link to the Child and Family Services 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 705-742-9292.
12. An individual can also make an application to be heard directly by the Child and Family Services Review Board if:
  - The Society refused to proceed with a complaint made under section 68(1).
  - 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 Services 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.
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 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(1) of the Child and Family Services Act.



## KAWARTHA-HALIBURTON CHILDREN'S AID SOCIETY

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

42 Victoria Ave. N  
Lindsay, ON K9V 4G2  
(705) 324-3594

83 Maple St., Halco Plaza  
Haliburton, ON, K0M 1S0  
(705) 457-1661

