

Child and Family Services Review Board (CFSRB)

CFSRB is an external tribunal that reviews certain complaints related to child welfare services. You may ask the CFSRB to review your complaint if the complaint meets one of the following criteria:

- Refused to proceed with a complaint.
- Failed to respond to your complaint within the required timeframe.
- Failed to comply with the complaint procedure outlined in this brochure.
- Not given you an opportunity to be heard regarding a decision affecting your interests or concerns about the service you received.
- Failed to provide you with the reasons for a decision that affects your interests.

Your request for a review at the CFSRB must be made in writing on the prescribed form available through the CFSRB. To learn more about CFSRB process visit: <https://tribunalsontario.ca/cfsrb/contact/>.

To access the CFSRB complaint form visit: <https://tribunalsontario.ca/documents/cfsrb/CFS002E.pdf> or call toll free: (888) 777-3616.

External Contacts in Addition to CFSRB

You may contact either government bodies before or after completing our Early Resolution Process and/or any Formal Complaint Process.

Ontario Ombudsman's Office



The Ontario Ombudsman's Office reviews concerns and complaints about services received from a children's aid society. Visit <https://ombudsman.on.ca> to learn more and access its complaint form.

Information and Privacy Commissioner (IPC)



The IPC acts independently of the government to oversee Ontario's access to information and protection of privacy laws. This includes Part X of the Child, Youth and Family Services Act, 2017 (CYFSA), which applies to societies and other child and family service providers.

To file a complaint with the IPC, you must fill out the appropriate IPC form for access/correction or privacy complaints about a child and family service provider, which you can get at www.ipc.on.ca.

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Comments and Complaints

The Kawartha-Haliburton Children's Aid Society (KHCAS) aims to provide the highest quality of service to children, youth and families.

If you have received or sought services from our Agency and have a comment or complaint, we want to hear from you. For comments, you may send these to your Worker, their Supervisor or send your general comments through our website to citandafterhoursadmin@kcas.on.ca.

Please note, at any time during the complaint process we welcome you to bring a support person with you. We can also provide an interpreter as required.

Accessibility

We welcome feedback on all parts of our service. Service recipients are invited and encouraged to provide comments or complaints in writing to us. Should accessibility requirements depend on an alternative means of feedback, we will work with service recipients to facilitate their feedback.

Comments and complaints can be sent by email, hand-delivered or mailed. If you require the information contained in this brochure in a different format, please call and speak to our Executive Assistant. We will respond to such feedback within a reasonable timeframe clarifying the comment or complaint and actions to be taken.



Kawartha Haliburton Children's Aid Society
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Peterborough, ON K9H 7S2
Toll Free: (800) 661-2843 • Website: www.kcas.on.ca

We want to hear from you...

If you have a complaint about the services you have received from the KHCAS, we would like to hear from you. We are committed to providing the best possible service to families, children and youth in our community. If there is a problem or a difference of opinion, we want to understand and resolve your concerns.

We encourage you to begin with our **Early Resolution Process**. If through the **Early Resolution Process** we are unable to resolve the matter, you can initiate a Formal Complaint Process. Please note, you are not required to use the **Early Resolution Process** and can begin the Formal Complaint Process at any time.

1

Early Resolution Process

Connect with your Worker

You can begin the Early Resolution Process by sharing your concern or complaint directly with your Worker to determine if there is an explanation or solution. If doing so is difficult, we encourage you to ask a family member, friend or community agency for help.

2

Connect with your Worker's Supervisor

If your concern or complaint is not resolved, you can talk to your Worker's Supervisor. The Supervisor will be in touch with you to try to resolve the issue.

3

Connect with a Service Manager

If the Supervisor is unable to resolve your concern, please connect with a Service Manager. The Service Manager will contact you to better understand the situation. Within two (2) weeks of the discussion, the Service Manager will contact you to share possible resolutions and next steps.

Formal Complaint Process

You can begin a Formal Complaint Process at any time by engaging our Internal Complaints Review Panel and/or the Child and Family Services Review Board.

Internal Complaints Review Panel (ICRP)

Formal complaints with ICRP about service sought or received must be done so in writing to the Director of Service using the Formal Complaint to a Society's ICRP form. This form can be found on our website under Contact Us/Comments and Complaints or by visiting: <https://forms.mgcs.gov.on.ca/en/dataset/006-3249>.

Once we receive the complaint we will respond in writing within seven (7) days informing you whether your complaint is eligible for the ICRP review process. If the complaint is eligible, you will be invited to meet with our ICRP within fourteen (14) days of the Agency's response letter. The Office of the Director of Service will arrange for you to present your complaint to the ICRP. A written summary of your complaint and the efforts made to resolve the matter will be provided to the panel.

The ICRP is comprised of the Director of Service (or delegate), a member of the Board and a member of the community who have not been involved with you or your family. You may bring one support person with you to this meeting. The ICRP is an opportunity for you to be heard about your complaint, to create solutions and improve communications. A letter summarizing the results of the meeting will be sent to you within fourteen (14) days after the meeting.