

## Resolving Client Concerns or Complaints

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The Children's Aid Society of Toronto aims to provide the highest quality service to families and children. If there are concerns about our services, we want to work together with you to resolve them. We also have a formal process to review your complaints as required by the Child and Family Services Act.

### **Addressing issues before they become problems**

We strive to collaborate with families, children, and other service providers in our efforts to keep children and youth safe. We encourage you to work with the service team, workers and supervisors, on an informal basis to resolve issues as they arise. It makes sense to solve issues before they become large problems.

If you have been unable to resolve the issues with the worker and supervisor, you may contact the branch director at the office where you receive service for assistance in resolving them. You may bring someone to support you during this and any future discussions, if you wish.

### **Formal Complaint Process**

Where efforts to resolve issues with the service team or branch director are not successful, the Society has a formal

complaint review mechanism. This consists of a meeting with an Internal Complaints Review Panel (ICRP). The ICRP is made up of a CAST senior manager who has not been directly involved in your situation, other staff as required and a person who does not work for the CAS (usually a member of the CAS Board of Directors). The ICRP's role is to understand your concerns, find areas for resolution and identify next steps.

Your complaint should be put in writing so that it will be clearly understood. It may be sent to CAS by mail, by fax, by e-mail, or may be delivered by hand. Within seven days after CAST receives your written complaint, you will be notified in writing as to whether or not your complaint is eligible for review by an ICRP. If your complaint is eligible, you will also be notified of a date of a meeting with the ICRP. The meeting must take place within 14 days of the notification being sent unless you ask that it take place later.

Within 14 days after the meeting with the ICRP, you will be provided with a written summary of the results of the meeting, along with any agreed upon next steps. We are committed to resolving the complaint with you as quickly as possible.

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## Resolving Client Concerns or Complaints (cont'd)

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### Matters we can review

- Concerns about services you have sought or received from the Children's Aid Society of Toronto
- Concerns about accuracy of your CAS record
- Allegations that children and their parents have not been given the opportunity to be heard when decisions affecting their interests are made by CAS
- Allegations that CAS failed to provide reasons for a decision affecting your interests.

### Matters we can't review

- Concerns about services you have sought or received from other agencies
- Issues that are before the court or have been decided by the court
- Issues that are subject to another decision-making process under the Child and Family Service Act or the Labour Relations Act

You may also wish to consult the The Ministry of Children and Youth Services' brochure "Do you have a complaint about services you have sought or received from an Ontario Children's Aid Society?" which is available in our offices or from the Ministry.

At any time during or after the formal complaint process, you may make an application to the Child and Family Services Review Board about your complaint. Application forms for the Child and Family Services Review Board and information about the process at the Board are available in our offices or from the Board itself:

Child and Family Services Review Board. Tel: 416 327-4673,  
[www.children.gov.on.ca/cs/en/boards/CFSRB](http://www.children.gov.on.ca/cs/en/boards/CFSRB)

### Contact Information

For information about making a complaint, please contact your worker or

**Manager, Client Services**  
**Children's Aid Society of Toronto**  
**30 Isabella Street**  
**Toronto ON M4Y 1N1**  
**416.924.4646**

**[www.TorontoCAS.ca](http://www.TorontoCAS.ca)**