



**OPERATIONS MANUAL**

<b>Service Complaints</b>		<b>POLICY # OP 3.00</b>	
<b>APPROVED BY:</b>		<b>APPROVAL DATE:</b>	January 2019
<b>CROSS REFERENCE:</b> (if applicable)	<a href="#">Procedure # OP 3.00</a>	<b>REVISION DATE:</b>	January 2023
		<b>REVIEW DATE:</b>	January 2024

**1.0 Policy Statement**

**The Children's Aid Society of the District of Nipissing and Parry Sound (the Society)** acknowledges the right to complain when dissatisfied with service, and views complaints as an opportunity to learn and improve. This policy is intended to provide a streamlined process when dealing with complaints. This policy and its associated procedure apply to complaints received by the Society related to activities, programs, services, staff or volunteers.

The application and interpretation of any Society Policy and/or Procedure shall consider the rights of any child receiving services from the Society, as outlined in Part II of the *Child, Youth, and Family Services Act (CYFSA)*.

...see page 2 for definitions



**2.0 Definitions**

**Child/Youth:** is defined by the CYFSA as any child under the age of 18 years who is receiving residential care which includes a child who is in the care of a foster parent.

**Service Provider:** means the Minister; a licensee; a person or entity, including a Society, that provides a service funded under the CYFSA, but does not include a provider parent.

**Provider Parent:** Is an individual who provides the provision of residential care to a child, in the home of a person who receives compensation for caring for the child, and who is not the child's parent or person with whom the child has been placed for adoption.

**Society Staff/Worker:** is a staff employed by the Society. For the purposes of this policy, a Worker could include a staff working in the areas of Investigation and Assessment, Child Protection, Child Care, Adoption or Foster Care.

**CYFSA:** Refers to the [Child, Youth and Family Services Act, 2017](#)

**ICRP:** Refers to the Internal Complaints Review Panel which is an internal committee of individuals not involved in the complainant's case, including at least one person not employed by the Society, to review the complaint.

**CFSRB:** Refers to the Child and Family Services Review Board who conducts reviews and hearings on a number of matters that affect children, youth and families in Ontario.

**REVISION HISTORY**

<b>Policy Number</b>	<b>Date</b>	<b>Revised/Reviewed By</b>	<b>Description of Revision</b>
OP 3.00			original