



OPERATIONS MANUAL

Service Complaints		PROCEDURE # OP 3.00	
APPROVED BY: Executive Director		APPROVAL DATE:	January 2019
CROSS REFERENCE: (if applicable)	Policy OP 3.00	REVISION DATE:	January 2023
		REVIEW DATE:	January 2024

1.0 PROCEDURE

The Society strives to engage and collaborate with families, children and service providers in our efforts to support families and keep children safe. The Society encourages complainants to work with their Worker and/or Supervisor to resolve issues as they arise. If the issues are unable to be resolved, complaints may be made directly to the Society's Director(s).

Should issues not be resolved at this level, a complaint made to the Society relating to a service sought or received by a person under Section 119 of the CYFSA, must be made in the form entitled "[Formal Complaint to a Society's Internal Complaints Review Panel \(ICRP\)](#)".

The Complaint form must be submitted to the Society by delivery, mail, fax or e-mail to the attention of the Executive Director.

The complaint will be reviewed by the Society within 7 days to determine whether it is eligible for review. Written notice must be provided to the complainant notifying of the Society's decision and the reasons for the decision.

If the complaint is deemed eligible for review, the Society shall notify the complainant of the eligibility and that it will be reviewed by the Internal Complaints Review Panel. The date and time for the meeting with the ICRP will be included in the notice.

The ICRP will meet with the complainant at a mutually agreed upon time, within 14 days following receipt of the complaint, or later if required by the complainant.

Within 14 days of the meeting, the ICRP must send a written summary of the meeting to the complainant, which must include any agreed upon steps.

The complainant may at any stage of the complaint process apply to the Child and Family Services Review Board (CFSRB) for a review of the decision made by the Society if the complaint relates to the following:



Children's Aid Society

N I P I S S I N G A N D P A R R Y S O U N D

- a) Allegations that the Society has refused to proceed with a complainant as required under subsection 119 of the *CYFSA*;
- b) Allegations that the Society has failed to respond to the complaint within the required timeframes;
- c) Allegations that the Society has failed to comply with the complaint review procedure or with any other procedural requirements under the *CYFSA* relating to the review of complaints;
- d) Allegations that the Society has failed to comply with subsection 15 (2) of the *CYFSA* related to children having the right to be heard and represented;
- e) Allegations that the Society has failed to provide the complainant with reasons for a decision that affects the complainant's interests;
- f) Such other matters as may be prescribed.

Upon receipt of a complaint, the CFSRB will send a copy to the Society. Within 7 days the CFSRB will decide whether the complaint is eligible for review and send a decision letter. If the complaint is deemed eligible the CFSRB will require the Society to respond to the complaint within 10 days.

The CFSRB will review the complain and Society response and make a decision based on the written material or schedule a hearing.

The CFSRB's decision may:

- a) Redirect the matter to the Society for further review;
- b) Confirm the Society's decision;
- c) Order the Society to proceed with the complaint made by the complainant;
- d) Order the Society to provide a response to the complainant within a specified period of time;
- e) Order the Society to comply with the complaint review procedure established by Ontario Regulation 156/18 s.56 – 64;
- f) Dismiss the complaint;
- g) Make sure other order as may be requested.

The CFSRB shall not conduct a review of a complaint if the subject of the complaint is an issue that has been decided by the court, or is before the court, is subject to another decision-making process under this Act or the *Labour Relations Act*.

Complaints – Residential Care Placement

A child receiving residential care services may make a complaint, either verbally or in writing, to a staff member or provider parent(s), either in private or in the presence of other children; or to a service provider, or person designated by the service provider.



A child, parent of a child, or other person representing the child, may make a complaint, either verbally or in writing, to a staff member or provider parent(s) on behalf of the child.

The Society will provide a written complaints procedure that will be a language suitable to the understanding of individuals entitled to make a complaint, which is made available to the public.

Upon receipt of a complaint the staff, provider parent(s), or service provider shall make a record of a complaint made verbally.

The Society will provide an acknowledgement of the complaint within 24 hours of its receipt. Within 24 hours of receiving the complaint the Society and/or service provider will determine what, if any, immediate action can be taken to respond to the complaint, and what supports the child may need in order to participate in the complaint review process.

Complaints received will be considered and responded to by a person other than a person of whom the complaint is made

The Society and/or service provider will provide the child with status updates of the review until the results of the complaints review have been provided. The status updates shall be provided as requested by the complainant and no later than 15 days following receipt of the complaint, and subsequently at intervals of no more than 30 days.

The Society will document the details of the complaint and the steps taken in response to the complaint in the child's file.

In the event of a complaint by a child in residential placement, the Worker will advise the child that they may ask for the assistance of the Ontario Ombudsman in making the complaint, or requesting a further review.

The Society will conduct a review upon receipt of a complaint of:

- a) A child in care or a group of children in care;
- b) The parent of a child in care who makes a complaint;
- c) Another person representing the child makes a complaint.

The results of the review shall be provided to each person who made the complaint

Where the complainant is not satisfied with the results of the review conducted, they may request in writing that the Minister appoint a person to conduct a further review of the complaint. The Minister shall appoint a person who is not employed by the service provider.

The person appointed by the Minister, for the purposes of the review, has all the powers of a _____
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program supervisor. Within 30 days of appointment the person shall complete the review, set out in a report the person's findings and recommendations, including the reasons for not holding a hearing if none was held, and provide copies of the report to each complainant, the service provider, and the Minister.

2.0 REVISION HISTORY

Policy #	Date	Revised By	Description of Revision
FC 5.00	January 2019		original
FC 5.00	January 2023		Formatting