

Durham CAS strives to provide the highest quality service to families and children. If you have concerns about a service you received, we want to work together with you to resolve them. There are opportunities within Durham CAS, and through both the *Ministry of Children and Youth Services* and the *Provincial Advocate for Children and Youth*, to have your concerns addressed. The following outlines various options.

## INTERNAL Within Durham CAS

If at any stage a resolution is reached, it is documented in the file.

The process begins with a discussion between child, youth or family and the assigned worker.

If no resolution, there is a discussion with the supervisor, worker and family.

INFORMAL

### **Unresolved matters may proceed to the Formal Resolution Process**

The concern must be submitted to the Director of Services in writing.

Within seven days, it will be determined if the complaint is eligible to be referred to the Internal Review Panel.\*

The complainant and Internal Review Panel meet at a mutually agreed upon time within 14 days of written notification.

A summary of the meeting, including any agreements and recommendations, is provided within 14 days of the meeting.

FORMAL

\*The panel includes 2 senior staff and 1 member of the Board of Directors.

## EXTERNAL The Child and Family Services Review Board

A recipient of service, or in some instances a foster parent, has the option to file a complaint with the CFSRB.

Details are outlined in the Ministry brochure that is available from every CAS and the Ministry.

Obtain and complete the application form: *Request for Review of Children's Aid Society*.

The CFSRB will respond by letter within 7 days of receipt of the application.

If eligible for review, the CFSRB will reply by letter with their decision, or a notice regarding if and when a hearing will be held.

If eligible, a pre-hearing conference will be held within 40 days.

If unresolved, a hearing will be held no more than 60 days after the eligibility decision.

The CFSRB will send a written decision within 10 days after the hearing.

Decisions are legally binding on both the Society and the complainant.

## EXTERNAL The Provincial Advocate for Children and Youth

The *Provincial Advocate for Children and Youth* (PACY) provides an independent voice for children and youth, and can conduct investigations and make recommendations to improve services. Contact PACY at 1-800-263-2841 or provincialadvocate.on.ca.

A complaint must have been reviewed through the Society's internal complaint process or the Child and Family Services Review Board as outlined above.

**If unresolved**, then a request may be submitted to PACY to investigate.

PACY can investigate any matter that comes to the Advocate's attention from any source concerning individual or systemic issues.

Agencies must comply.