

Process for raising a concern or complaint

For individuals who have sought or received service from Durham Children's Aid Society

The Durham Children's Aid Society aims to provide the highest quality of service to children, youth and families. If you have sought or received service from our Agency and have a concern or complaint, we want to hear from you so that we can work together to find a solution.

To report a concern or complaint, we encourage you to begin with our four-step **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

Early Resolution Process

1. 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 a Supervisor

If your concern or complaint is not resolved, you can talk to a Supervisor. The Supervisor will be in touch with you to try to resolve your concern or complaint.

3. Connect with a Director

If the Supervisor is unable to resolve your concern, you may connect with a Director.

The Director will arrange a time to speak with you to better understand the situation and discuss possible resolutions and next steps.

4. Connect with a Service Relations Supervisor

If your concern or complaint is not resolved in Step 3, you can connect with a Service Relations Supervisor who will talk with you about your concern and offer suggestions for how to resolve it. This may include mediating with you and your service team to reach a solution.

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

Begin by filling out the Ministry of Children, Community and Social Services' Internal Complaints Review Panel Form accessed at forms.mgcs.gov.on.ca/en/dataset/006-3249.



You can also access the form using the QR Code to the left.

Send the completed form to the Service Relations Supervisor via mail, hand delivery or email.

Service Relations Supervisor
Durham Children's Aid Society
1320 Airport Boulevard, Oshawa, ON L1J 0C6
905-433-1551 ext. 2288
feedback@durhamcas.ca

If you have questions or are unable to access the form, please reach out to the Service Relations Supervisor for support.

Within seven days of submitting the form, you will receive a response from our Agency letting you know if your complaint will be reviewed by our Internal Complaints Review Panel or if other options are available.

If your complaint will be reviewed, you will be invited to meet and share your concerns within 14 days, unless you request a later date.

Within two weeks of this meeting, you will receive a letter summarizing the outcome.

Child and Family Services Board (CFSRB)

The CFSRB is an external tribunal that reviews certain complaints related to child welfare services in Ontario. Learn more about the CFSRB process at tribunalsontario.ca/cfsrb/what-we-do/.



To access the complaint form visit tribunalsontario.ca/documents/cfsrb/CFS002E.pdf or scan the QR code to the left to access the complaint form.

External Contacts

You may contact either of these 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 ombudsman.on.ca to learn more and access its complaint form.

Residential Placement Advisory Committee (RPAC)

If your complaint is regarding a child or youth's placement, RPAC may be able to review your concern.

Contact 416-482-0081 ext. 7233 or RPAC@lumenus.ca for more information.

If you have questions about our complaint processes, please contact the Service Relations Supervisor at 905-433-1551 ext. 2288 or feedback@durhamcas.ca

durhamcas.ca

Worker Name

Phone Number

Email Address

Supervisor Name

Phone Number

Email Address

Please note, at any time during the complaint processes we welcome you to bring a support person with you, including a representative of your Band or Indigenous community. We can also provide an interpreter as required.