

We want to hear from you!

If you have something good to tell us, or if you have a concern or complaint, tell us.

We want to talk about it. We will try to resolve any problem informally.

If we cannot, you can use the formal complaint process.

This brochure tells you how.



- ▶ **The mission of F&CS** is to ensure the safety and well-being of children and to support and strengthen families. Together with the community, we work to develop respectful and caring environments in which all children can grow to their full potential.
- ▶ **We envision** a community where all children are safe and healthy, nurtured in a permanent loving family and provided with opportunities to grow to their full potential.
- ▶ **As an organization we value:** the safety and well-being of all children; the family as a foundation for children; caring communities; care of children in need; human dignity; service excellence; and organizational health.
- ▶ **We are here** to help 24 hours a day, seven days a week with any child welfare concerns you may have. Call us during business hours to learn more about our service programs, adoption and foster care or volunteering.

www.fcsgw.org

519-824-2410 or **1-800-265-8300**



FAMILY & CHILDREN'S SERVICES

Welcome to our positive and anti-oppressive space, where every individual, regardless of age, is valued and respected whatever their culture, faith, ethnicity, race, ancestry, class, ability, sexual orientation and gender identity.

www.fcsgw.org/positivespace



Do you have feedback for us?
Or a complaint?

TWO IN A SERIES

Working with

FAMILY & CHILDREN'S SERVICES

2

Talk to us

At Family & Children's Services of Guelph and Wellington County (F&CS or the Children's Aid Society) we are proud of the good relationships we have with families. It is important that you tell us what is good, or not so good, about our services. We love it when you tell us about a good experience with our agency or about a staff member who has really helped you.

We also like to know when there is a problem with one of our services. We want to make sure our services help children and families. We want to keep on improving how we work with you.

Do you have a concern? Tell us!

We can solve almost any problem by talking. Talking things through usually leads to greater understanding and builds a stronger relationship.

If you have a concern, talk to the staff member involved or with that person's supervisor. F&CS staff will usually understand the source of the problem and they may be able to resolve it.

Talking about difficult things is hard. It may be easier if you have someone there to support you. It is okay to have a friend with you when you talk with us. If you are more comfortable in a language other than English, you can have someone there to interpret.

If you do not have a social worker, or you are not sure who to speak with, we will help you find the right person. Call us at 519-824-2410, extension 229 or 1-800-265-8300, extension 229.

We will do our best to resolve your concern in this informal way.



You can make a formal complaint

You can make a formal complaint if talking to the staff member or supervisor is not resolving your concern. The Ministry of Children and Youth Services created this review process to be fair and objective and help you address your concerns. Ask us for a copy of the ministry's complaint brochure or phone the ministry at 1-888-728-8823. You may also download one from our web site: www.fcsgw.org. You have two ways to make a formal complaint:

Write us

- Write down your concern and mail it to us at 55 Delhi Street, Box 1088, Guelph N1H 6N3. Or you can drop it off.
- We will tell you in seven days if we can review your complaint. We cannot review a complaint that relates to a matter before the court.
- If we can review the complaint, we will set a date and time for you to meet with our internal complaint review panel.
- You will receive the panel's decision within 14 days of meeting them.

Write to the Child and Family Services Review Board

- Ask us for the forms you need. Write down your concern on them and send them to the Child and Family Services Review Board at 2 Bloor Street West, 24th Floor, Toronto M4W 3V5 (1-888-728-8823).
- The board will write back to you within seven days. They will tell you if they can review your complaint or explain why they cannot. If they can review your complaint, within 20 days they will send you a letter with their decision or set up a hearing.

Children and youth in care

If you are in the care of F&CS, first talk with your social worker about your concern. If you want to talk to someone else, you can speak to an advocate from the Office of Child and Family Service Advocacy. Your worker or someone from F&CS can help you arrange this if you like. Or, you can call the Office of Child and Family Service Advocacy at 1-800-263-2841. Their web site is www.children.gov.on.ca/advocacy.