

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 work together with children, youth, their families and the community for the safety and well being of children and youth.
- ▶ **We envision** a supportive community where children and youth are safe, secure and nurtured in permanent loving families.
- ▶ **As an organization we value:** the right of children and youth to be safe and secure; the diversity of families; Positive Space that is inclusive; professional practice that begins with a strength-based approach; an open and transparent organization; innovation and creativity; social justice and the importance of advocacy; working together to create positive change in our community.
- ▶ **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.

Do you have feedback for us? Or a complaint?



WORKING WITH
FAMILY & CHILDREN'S SERVICES
BROCHURE 2 IN A SERIES

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, youth 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 4112 or 1-800-265-8300, extension 4112.

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:

1. Write to us

- Write down your concern and mail it to us at 275 Eramosa Road, 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 with them.

2. Write to the Provincial Child and Family Services Review Board

- You can get the forms you need from the CFSRB at www.cfsrb.ca or you can call them at 1-888-728-8823, or you can ask us for the forms. Write down your concern by completing the forms and sending them to the Child and Family Services Review Board at 2 Bloor Street West, 24th Floor, Toronto M4W 3V5 or faxing them to 1-416-327-0558.
- 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 to set up a hearing.

Children and youth in care

If you are in the care of F&CS, first talk with your worker or with a supervisor about your concern. If you want to speak with someone else, you can speak to an advocate from the Office of the Provincial Advocate for Children and Youth. Your worker or someone else from F&CS can help you arrange this if you like. Or, you can call them at 1-800-263-2841. Their website is www.provincialadvocate.on.ca.

Accessible formats of this brochure are available free upon request