

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.



We value:

- ▶ Voices of Children and Youth
- ▶ Transparency
- ▶ Partnerships
- ▶ Learning and Innovation
- ▶ Equity and Inclusivity

Our vision:

- ▶ Children and youth in Guelph and Wellington County are safe and nurtured by loving families, lasting relationships and supportive communities.

Our mission:

- ▶ Together with children, youth, families and communities we work respectfully and inclusively for the safety and well-being of children and youth.

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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.

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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 can 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. There are three ways to have your concerns heard:

1. INFORMAL COMPLAINT

- ▶ You can let your worker know directly that you are not feeling good about something.
- ▶ If you are not happy with your worker's response or if you are afraid to tell your worker directly, you can call their supervisor and tell them your concerns. This is often the best way to have your concerns dealt with quickly. If you don't know the supervisor's name call our main number at 519-824-2410 or 1-800-265-8300 and give the receptionist your worker's name and ask for the supervisor's name. Ask to be put through to that supervisor; be sure to leave a message if they are not able to pick up the call at that moment and they will get back to you.
- ▶ If you still don't feel like your concerns have been addressed after speaking with the supervisor, you can call the Director of Service responsible for that team. Again, call our main number and give the



receptionist your worker's name and ask to speak with the Director of Service responsible for that worker.

- ▶ If you do not have a worker or are not sure who to speak with, call us at 519-824-2410 ext. 4112 or 1-800-265-8300 ext. 4112

2. FORMAL COMPLAINT

You can make a formal complaint if talking to the staff member, supervisor or Director of Service is not resolving your concern. The Ministry of Children, Community and Social Services created these review processes to be fair and objective to help you address your concerns.

a. 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. You may also download the Ministry form "Formal Complaint to a Society's Internal Complaints Review Panel (ICRP)" from our web site: www.fcsgw.org if you would like your concerns formally reviewed by an ICRP.
- ▶ Once we receive your complaint in writing we will contact you to let you know that we've received it, and to explore if it can be resolved informally.
- ▶ 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.
- ▶ If you have any questions about the ICRP process call us at 519-824-2410 ext. 4112 or 1-800-265-8300 ext. 4112.

b. Write to the Provincial Child and Family Services Review Board (CFSRB)

- ▶ You can get the forms you need from the CFSRB at <http://www.sjto.gov.on.ca/cfsrb> or you can call them at 1-888-777-3616, 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 655 Bay Street, 14th Floor, Toronto, Ontario M7A 2A3, or faxing them to 1-416-327-0558, or emailing them at cfsrb@ontario.ca. You can also contact the CFSRB with any questions you have about the process.
- ▶ The CFSRB 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 setup a hearing.

3. 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 through the Ontario Ombudsman. Your worker or someone else from F&CS can help you arrange this if you like. Or, you can call the Ombudsman directly at 1-800-263-2841. You can find more information and an online complaint form on their website at www.ombudsman.on.ca.

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