

# Comments, Compliments or Concerns

(November 30, 2006)

## **Informal Review Process**

Staff, clients, children and foster parents know that the best way to resolve issues is to deal with them promptly and directly with the people involved. We encourage you to begin by discussing your concern with the staff person connected with your concern, or with his or her immediate supervisor or director. These people usually understand the source of your concerns best and may be able to reach a comfortable resolution with you.

At any time during the informal review process, if your concern or complaint is not being resolved to your satisfaction by talking to the staff person, supervisor or director, you may choose to make a more formal complaint as described below.

Children in the care of the agency, who have already spoken with their social worker and would like to talk about their concerns with someone else, may ask for an “advocate” from the Office of Child and Family Services Advocacy.

Office of Child & Family Advocacy  
250 Davisville Avenue, Suite 503  
Toronto, ON  
Tel: 416-325-5669

## **Formal Review Process**

To begin a formal review of your concern or complaint, you must put it in writing and send it to the Service Program Manager at Peel Children's Aid. We will find assistance for you to do this, if necessary. (Our contact information is located at the bottom of this brochure.)

In accordance with new regulations (effective November 30, 2006) Peel Children's Aid will respond in writing within seven days from receipt of the complaint to determine if your complaint is eligible for the formal review process. If your complaint **is not eligible**, Peel Children's Aid will notify you in writing about the decision and reason for the decision.

If the complaint **is eligible**, you will be invited to meet with Peel Children's Aid Internal Review Panel within 14 days of the date on your response letter. The panel chosen by the Executive Director of the agency will comprise senior agency staff not involved in the complaint and a person not employed by the agency. (This could be a member of the Board of Directors of the Peel Children's Aid.)

You may bring a representative with you to this meeting. If you are a member of a band or native community, you may also bring a representative of your band or native community.

The panel will review your concerns and discuss them with you at the meeting. When the review is completed, a letter summarizing the results of the meeting will be sent to you within 14 days after the meeting. The decisions of the agency, once it has completed this formal review process, are final.

At any time during or at the completion of the formal review process you may ask the Child and Family Services Review Board at the Ministry of Children and Youth to review your complaint or the decisions made by Peel Children's Aid. In order to do so, your complaint must meet one of the following criteria.

*You claim that Peel Children's Aid has:*

- refused to proceed with a complaint
- failed to respond to your complaint within the required time frame
- failed to comply with the complaint procedure outlined in this brochure
- not given you an opportunity to be heard regarding a decision affecting your interest or concerns about the service you received
- failed to provide you with the reasons for a decision that affects your interests.

As well, you may contact the Child and Family Services Review Board if you claim inaccuracy in your file at Peel Children's Aid. Please note: This complaint can only be made after it has been heard by Peel Children's Aid.

Your request for a review at the Child and Family Services Review Board will need to be in writing on a prescribed form. The process and form are available in a brochure which is available from Peel Children's Aid and the Ministry of Children and Youth Child Family Services Review Board.

Child and Family Services Review Board  
 2 Bloor St. West, 24<sup>th</sup> floor  
 Toronto, ON M4W 3V5  
 Tel: 416-327-4673  
 Fax: 416-327-0558  
 Toll Free: 1-888-728-8823

### ***We can work it out - together***

Peel Children's Aid is interested in hearing from you about any comments, compliments or concerns you may have about the service we provide. We would love to hear from you if you have a compliment about staff or service we provide.

If you have a concern or complaint, our internal Complaint and Review Process offers a fair and open method to have your concerns or complaints resolved. The new process brought in under new legislation (effective November 30, 2006) is summarized in this pamphlet. More detailed information is available by contacting the Service Program Manager at 905-363-6131 extension 1164.

At any time during the Complaint and Review Process, you may bring another person with you for support or to help interpret your concern if you are more comfortable communicating in a language other than English.

Please note that the Complaint and Review Process cannot consider issues that are currently before the court or that have been decided by the court or matters that are subject to another decision-making process under the Child and Family Service Act or the Labour Relations Act.