

# REPORTING A CONCERN

We want to hear from you!

Peel Children's Aid Society (Peel CAS) strives to ensure the safety and well-being of our region's most vulnerable with a focus on diversity, equity and inclusion. With the support of our partners, we work collaboratively with parents and caregivers to build healthy families and a safe, strong community. We are accountable to the children, youth, and families we serve.

We recognize that there may be a time when an individual has comments or concerns regarding services they received from the Society. We are committed to hearing your feedback to ensure we are providing the highest quality service to the community. You may provide your comments through your worker or through our website's [Contact Us](#) page.

## Resolution through Discussion

We encourage you to begin any complaint process by discussing your concern with the staff person you have been in contact with, or with their team leader or service director. Our staff may understand the source of your concerns and be able to reach a resolution with you.

At any time during the discussion process, if your concern has not been resolved to your satisfaction by talking to your worker, team leader or service director, you may choose to speak with the service relations manager. They can further support resolution with your service team. If you are still not satisfied with the outcome after speaking with the service relations manager, you have three other options to express your concerns:

1. Internal Complaint Review Panel (ICRP)
2. Child and Family Services Review Board (CFSRB)
3. Ontario Ombudsman



## Internal Complaint Review Panel (ICRP)

An ICRP hearing provides an opportunity for you to voice your concerns about the services you and your family received and the decisions that were made. The ICRP, made up of people who are not directly involved with your family, will hear your concerns.

Please note that the ICRP cannot hear any concerns relating to an issue that has been decided by the court or is before the court, or if an issue is subject to another decision-making process under the Child, Youth and Family Services Act or the Labour Relations Act.

The ICRP is not a decision-making panel that has the ability to reverse decisions made during child protection investigations. The ICRP will listen to your concerns, look for solutions and recommendations that may address your concerns, and work to maintain a positive, collaborative relationship.

In order to request an ICRP, please use the form located on the [Peel CAS website](#) or on the [Ministry of Children, Community and Social Services' website](#).



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### **ICRP, continued**

The form may be completed online, or printed and mailed to our office. If mailing the form, please send to the attention of the service relations manager at Peel CAS at 25 Capston Drive, Mississauga ON, L5W 0H3.

Once we receive the completed form, we will inform you in writing within seven days whether your complaint is eligible for the ICRP review and the reason for the decision. If the complaint is eligible, you will be invited to meet with the Peel CAS ICRP within 14 days of the Agency's response letter.

You may bring a support person and/or a representative from your Band, First Nation, Inuit or Métis community. You may request any accommodation to support your full participation in the meeting.

A letter summarizing the results of the meeting will be sent to you within 14 days after the meeting.

### **The Ontario Ombudsman**

Children and youth receiving services from a children's aid society or caregivers concerned about a child receiving services from a CAS, may direct their concerns to the Ontario Ombudsman. The Ombudsman is able to conduct an investigation on concerns after all official complaint procedures (including the ICRP) have been exhausted.

To learn more about the Ombudsman's office:

- Website: [ombudsman.on.ca](http://ombudsman.on.ca)
- Toll-free (Ontario only): 1-800-263-2841
- Telephone: 416-325-5669
- Email: [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)

### **Child and Family Services Review Board (CFSRB)**

You have a right to complain to the CFSRB. Your complaint may be deemed eligible if it meets one of the following criteria:

- The children's aid society did not give you a chance to be heard when you raised your concerns
- The children's aid society did not give you a chance to be heard when decisions that affected your interests were made
- The children's aid society did not give you reasons for its decisions that affect your interests
- The children's aid society refused to proceed with your complaint
- The children's aid society did not follow its complaint review process or timelines

Your request for a review at the CFSRB will need to be in writing on a prescribed form available through the CFSRB. To access the forms, or to learn more, please visit: [tribunalsontario.ca/cfsrb](http://tribunalsontario.ca/cfsrb)

### **French Language Services Commissioner**

You may complain to the Ombudsman if you believe that your right to be served in French was not respected.

*This document is also available in French. If you require this information in a different format or in any other language, please contact the Communications and Service Relations Department at 905-363-6131 ext. 1159 or via email at [servicerelations@peelcas.org](mailto:servicerelations@peelcas.org).*