

Reporting a Concern or Complaint as a Child or Youth in Care

We want to hear from you!

Peel Children's Aid Society (Peel CAS) wants you to feel safe and well looked-after. We are here to help you. If you are not happy with the service you receive from us, we want to know about it.



How do I complain?

If you have a complaint or concern, start by talking to your foster caregiver or your worker or their supervisor. You can tell us about your complaint yourself, or someone else like a family member, caregiver, lawyer or teacher can tell us.

At any time during the complaint process, you are welcome to bring a support person with you, including a representative of your Band or Indigenous community. We can provide an interpreter if needed.



25 CAPSTON DRIVE
MISSISSAUGA, ONTARIO, L5W 0H3
T: 905-363-6131 • F: 905-363-6133
TOLL-FREE: 888-700-0996

What happens when I make a complaint?

A member of our staff who is not directly involved in your complaint will support you. This could be your worker or a different worker or a supervisor. If your concern is related to your care or a violation of your rights, they will contact you within 24 hours.

The worker who is helping you with your complaint will do the following:

1. Listen to your concerns and note them in your case file.
2. Consider if your concern is related to your rights.
3. Talk with you and anyone else who is involved.
4. Develop a plan to address your complaint.
5. The worker will hold meetings with you, your support person, and anyone else who is involved with the complaint, to discuss the plan and ensure everyone understands it.
6. The plan will be documented in your case file.
7. Once the steps in the plan have been taken, the worker will speak with you to see how it is working.

We will provide you or the person who made the complaint with an update every 15 days or when requested, until the complaint is resolved.

What if I am still not satisfied?

If you are not happy with the decisions that are made or the plan that is developed, you can tell the worker who is supporting you, or their supervisor, and they will ask the director to assist. You can also contact the director yourself. At any time in the process, you can speak to your lawyer about your concerns.

You can also contact the service relations manager for further assistance at 905-363-6131 ext. 1164 or by email at servicerelations@peelcas.org. The service relations manager can help you access formal complaint processes like the Internal Complaint Review Panel, or the Child and Family Services Review Board, if necessary.

If your concern is about your placement, you can contact the Residential Placement Advisory Committee (RPAC) for assistance. You can reach them at 416-482-0081 ext. 7233 or email RPAC@lumenus.ca.

The Ontario Ombudsman

If you have gone through this complaint process and the problem has not been solved, you can contact the Ontario Ombudsman. The ombudsman's office can investigate and resolve complaints concerning children and youth receiving services from a Children's Aid Society.

Phone: 1-800-263-2841 or 416-325-5669

Email: cy-ej@ombudsman.on.ca

Website: ombudsman.on.ca



If it is determined that your rights were violated, we will take steps to make sure that doesn't happen again.

How to reach my worker:

How to reach my worker's supervisor:

Other people who can help me:

If you require this information in a different format or language, please contact the Service Relations Manager at 905-363-6131 ext. 1159 or via email at servicerelations@peelcas.org