



# Reporting a Complaint

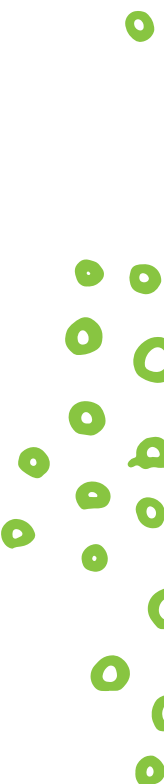


**We want you to  
feel safe and well  
cared for.**



**If you are not happy  
with the service you  
receive from us...**

**...we want to  
hear from you.**



# How to Complain

## **Tell someone what's bothering you.**

You can tell your worker or foster caregiver, or someone else like your teacher or lawyer.



**You can always  
bring a support  
person with you.**

We can provide an interpreter if needed.

# What happens next?

**Someone who is not involved in your complaint will help you.**



This could be your worker or someone else.



**If your complaint is about your care or a violation of your rights, they will contact you within 24 hours (1 day).**

**The worker will listen to your concerns and note them in your case file.**



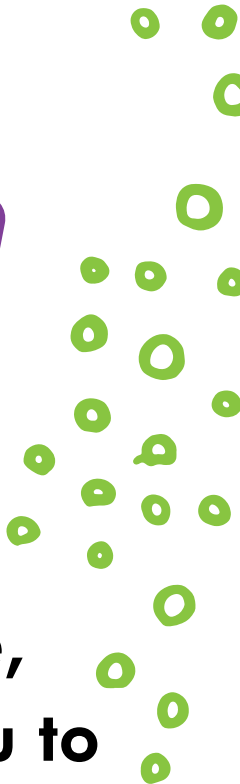
They will also talk to anyone else who is involved in your complaint.

**The worker will make a plan  
to address your complaint.**



**The worker will share the plan  
with you and anyone else who  
is involved, and make sure  
everyone understands it.**

**The plan will be placed  
in your case file.**



**Once the plan is in place,  
your worker will talk to you to  
find out 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.**

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



# What if I am still not satisfied?



**If you are still not happy, tell your worker or their supervisor, or someone else like your lawyer.**

**Contact the service relations manager for help at 905-363-6131 ext. 1164 or by email at [servicerelations@peelcas.org](mailto:servicerelations@peelcas.org).**

**You can also contact the Ontario Ombudsman.**

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

Email: [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)

Website: [ombudsman.on.ca](http://ombudsman.on.ca)



# Who can I contact?

**My worker:** \_\_\_\_\_

**Their supervisor:** \_\_\_\_\_

**My lawyer:** \_\_\_\_\_

**Other people who can help me:**

\_\_\_\_\_  
\_\_\_\_\_

## **Service Relations Manager:**

Phone: 905-363-6131 ext. 1164

Email: [servicerelations@peelcas.org](mailto:servicerelations@peelcas.org).

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