

# Comments, compliments, concerns

Peel Children's Aid is  
interested in hearing  
from you



Supporting. Protecting. Caring. Together.  
Soutien. Protection. Bienveillance. Ensemble.

## Hearing from you

Peel CAS is committed to hearing your comments and compliments to ensure we are providing quality service to children, youth and families. You may make your comments known to us through your worker or through our website's Contact Us page.

## Informal Discussion

We encourage you to begin any complaint process by discussing your concern with the staff person connected with your concern, or with his or her 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 informal discussion process, if your concern has not been resolved to your satisfaction by talking to the staff, team leader or service director, you may choose to make a formal complaint.

There are three formal mechanisms for you 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, the decisions that were made and create solutions that enables us to work better together. Please note that the Panel 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 panel, made up of people who are not directly involved with your case, will assess your concerns regarding the service you received from Peel CAS and weigh their merit based on compliance with the Ontario Child Protection Standards and the policies and procedures of Peel CAS. The ICRP is not a decision-making panel that has the ability to reverse decisions made during child protection investigations. The panel will listen to your concerns and look for solutions and recommendations that may address your concerns and maintain a positive relationship between us.

Formal Complaints with the ICRP about service sought or received by you or your child or a perceived inaccuracy of your information in Peel CAS records must be done using the Ministry of Children, Community and Social Services' ICRP form.



The form is located on the Peel CAS website under the Accountability section or call Peel CAS to have the form sent to you.

The form may be completed online or printed and then mailed to our office. If mailing the form, send to the Complaints Manager at Peel Children's Aid at the address below.

Once we receive the complaint 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 Peel Children's Aid Internal Complaints Review Panel within 14 days of the Agency's response letter.

You may bring one support person and a lawyer with you to this meeting. Please notify the Agency should you choose to bring a lawyer or if you require any accommodations such as an Interpreter or a Personal Support Worker etc. If you are a member of a band or an Indigenous community, you may also bring a representative of your band or Indigenous community.

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

## Child and Family Services Review Board (CFSRB)

You may ask the Child and Family Services Review Board at the Ministry of Children and Youth Services to review your complaint. In order to do so your complaint must meet one of the following criteria.

You believe that Peel Children's Aid has:

- ✓ Refused to proceed with a written complaint
- ✓ Failed to respond to your written complaint within the required timeframe
- ✓ Failed to comply with the formal complaints review procedure
- ✓ Not given you an opportunity to be heard and represented regarding a decision affecting your interest or concerns when these decisions are being made and heard about the service you received or are receiving
- ✓ Failed to provide you with the reasons for a decision that affects your interests
- ✓ Failed to place your notice of disagreement on your file

Your request for a review at the Child and Family Services Review Board will need to be in writing on a prescribed form available through the Child and Family Services Review Board.

To learn more visit:

[www.cfsrb.ca](http://www.cfsrb.ca)

## The Ontario Ombudsman

Youth and children receiving services from a Children's Aid Society (CAS) 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 on the Ombudsman's office, visit or call:

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

## French Language Services Commissioner

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

To learn more, visit:

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

\*Please note this brochure is also available in French.



*If you require the information contained in this brochure in a different format, please call Communications at 905-363-6131.*

