

The Children's Aid Society of Ottawa (CASO) is committed to providing the highest quality of service to all children, youth and families. We strive for continuous organizational and service improvements, promoting a culture where all complaints are dealt with fairly and in a respectful and transparent fashion, as quickly as possible.

Service Complaints

We encourage you to bring forward any concerns or issues directly to your worker or their supervisor.

You may request for a formal meeting with the supervisor to discuss the matter in person. You may bring a support person to this or any meeting, as well as a representative of your band or indigenous community, if applicable.

If you are not satisfied with the supervisor's response, you have the right to escalate your concerns to a Service Manager or our Director of Service. **Email our complaint line at yourcasquestion@casott.on.ca**, leaving your name and call back number. Your **message** will be returned **within the next 24-48 business hours**.

Ontario Ombudsman

The Ombudsman has created dedicated units of specialized staff to answer questions, address concerns, conduct investigations and review complaints regarding child protection services and French language services.

An Ombudsman complaint form can be found on their website at:



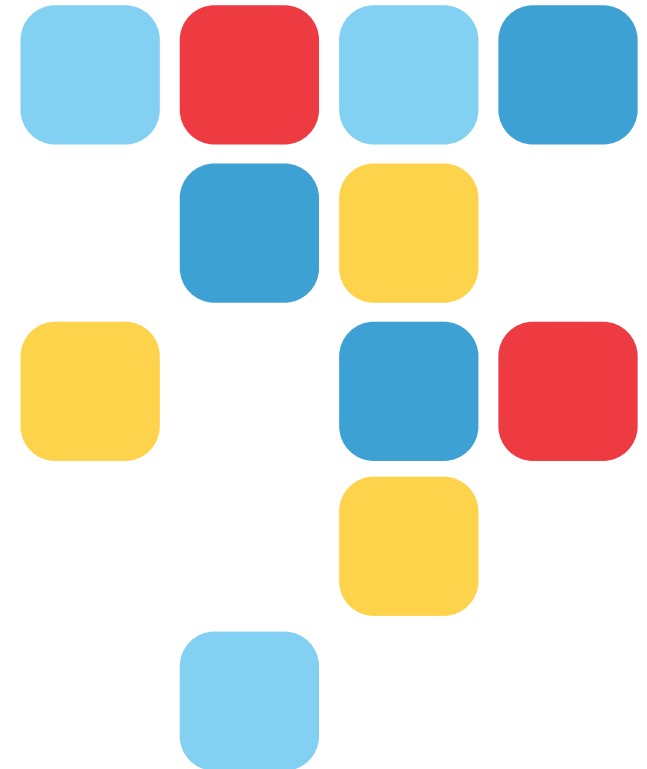
www.ombudsman.on.ca



The Children's Aid Society of Ottawa | La Société de l'aide à l'enfance d'Ottawa

The Children's Aid Society of Ottawa

Internal Complaints



Internal Complaint Review Panel (ICRP)

If all efforts to resolve your complaint have been unsuccessful, you have the right to start a formal complaint process at any time. CASO is required, by law, to establish an ICRP to review formal complaints submitted in writing. In your submission, please describe:

- the nature or subject matter of the complaint with a reference to events or dates if possible, and;
- the specific issues to be addressed and the possible avenues for addressing them from the complainant's perspective.

You can access the ICRP form here.

Internal Complaint Review Panel
Att: Executive Office
1602 Telesat Court,
Ottawa, Ontario, K1B1B1

Once a formal complaint has been received, we will respond within seven days to determine if the complaint is eligible for review. If so, a meeting will be scheduled with the society's ICRP within 14 days of the notice of eligibility being sent.

CASO's ICRP consists of a small group of individuals who have not been directly involved in your case.

Complaints Regarding French Language Services

CASO is a designated French language service agency under the French Language Services Act. As such, any service recipient who feels that our agency has not provided suitable service delivery in French, has the right to submit a formal complaint by **emailing yourcasquestion@casott.on.ca**.

Complaints Not Eligible for Review

- Concerns about services provided to someone other than yourself and/or your family;
- Concerns about services you have sought or received from other agencies;
- Issues that are before the court of have been decided by the court;
- Issues that are subject to another decision-making process under the Child, Youth and Family Services Act or the Labour Relations Act.

The Children's Aid Society of Ottawa is not responsible for any financial loss sustained, accrued or dispersed as a result of filing your complaint.

Child and Family Services Review Board (CFSRB)

You may submit a formal request to the CFSRB to review your complaint if your complaint meets one of the following criteria:

You believe that CASO has:

- Declined to proceed with your eligible written complaint;
- Failed to respond to your written complaint within the required timeframe;
- Failed to comply with the formal complaint review procedure;
- Failed to provide you with an opportunity to be heard and represented when decisions affecting your interests were being made and heard about the services you received or are receiving; or
- Failed to provide you with a reason for a decision that affects your interests.

Application forms for the Child and Family Services Review Board are available in our office or online at **www.sjto.gov.on.ca**.