



Do you have a complaint?

We want to know.

If you have a service complaint, this is what you can do:

First, talk to your Worker and their Manager

Tell your worker and their manager about your complaint and together, you may find a solution.

Write to the Quality Response Coordinator

Send a letter identifying the concerns that have not been resolved. It will then be determined whether the complaint is eligible for an Internal Review.

An internal review is not eligible if the subject of the complaint:

- is an issue raised by a person who has not sought or received service from The Children's Aid Society of Brant
- is an issue that has been decided by the court or is before the court, or
- is subject to another decision-making process under the Child and Family Services Act or the Labour Relations Act, 1995.

If your complaint is eligible (or not), you will be notified in writing within 7 days. If the complaint is eligible, a review will be scheduled to take place within 14 days.

The Purpose of the Internal Complaint Review

The Quality Response Coordinator acts as an internal facilitator with a panel comprised of a Director, Manager and at least one CAS Brant Board member to see if the complaint can be resolved. If you wish, you may have a support person with you at this meeting.

If Resolution has not Occurred

You may take your concerns to the Child and Family Services Review Board if The Children's Aid Society of Brant has:

- Refused to proceed with your complaint
- Did not follow the complaint review process or timelines
- Did not give you reasons for a decision that affects you
- Did not give the opportunity, where appropriate, to be heard and represented when decisions that affected your interests were made
- Did not give you the opportunity to be heard when you had concerns about services you were receiving

The Children's Aid Society of Brant

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The Child and Family Services Review Board

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