

**Voice your concerns**

Date: \_\_\_\_\_

Your name: \_\_\_\_\_

Your complaint/concern: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What you think should happen: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Serving  
the City of Belleville  
the City of Quinte West  
the County of Hastings**

**www.hastingscas.org**

For more information  
on complaint procedure  
contact us at 613-962-9291,  
1-800-267-0570 or  
info@hastingscas.org

**TTD Machine:**  
Weekdays 8:30 am-4:30 pm  
613-962-1019

**Head Office**  
363 Dundas Street West  
Belleville, Ontario  
K8P 1B3

Telephone: 613-962-9291  
Fax: 613-966-3868  
Toll Free: 800-267-0570

**Quinte West Office**  
469 Dundas Street West  
Trenton, Ontario  
K8V 3S4

Telephone: 613-965-6261  
Fax: 613-965-0930  
Toll Free: 877-965-6261

**North Hastings Office**  
16 Billa Street  
Bancroft, Ontario  
K0L 1C0

Telephone: 613-332-2425  
Fax: 613-332-5686  
Toll Free: 866-532-2269



The Hastings  
Children's Aid  
Society will respond  
to complaints and  
concerns people have  
about our services.  
The information in this  
pamphlet tells you  
how to make your  
concerns known.

If you have a concern  
please contact one of  
the following:

\_\_\_\_\_

CAS Worker Telephone

\_\_\_\_\_

CAS Supervisor Telephone



Resolving Issues  
*working together*



## *In the best interest of the child*

The Hastings Children's Aid Society believes in working with families and with community partners to serve the best interests of children. There are a variety of services and approaches offered by the Society. Some families ask for or agree with the Society's help. Sometimes it is necessary to involve Family Court. The Society wants to keep families together and bringing a child into care is the exception rather than the rule but it is sometimes necessary to keep a child safe. The admission of a child to care can be ordered by a judge or can occur by a voluntary agreement between the caregiver and the Society. In all cases the law requires that the best interest of the child is the most important consideration.

The Child and Family Services Act, the legislation under which the Society operates, gives you a number of rights as a client. You can expect that information you give to the Society will be treated confidentially. Your information will not be released unless you give us your consent or we are allowed by law to release it. The Society has a policy outlining that if you wish to see the information in your file, you may give the Society a written request to do so.

## *Complaint Procedure*

The Hastings Children's Aid Society will respond to complaints and concerns people have about our services. The information in this pamphlet tells you how to make your concerns known to the Society. We encourage you to review this material and to use the information if needed.

If you are currently involved in a Family Court matter with the CAS please talk with your lawyer. The court process may resolve your complaint. The complaint procedure cannot be used for matters that are being addressed in court, have been decided by the court, or are subject to another decision-making process under the Child and Family Services Act.



## *Steps to make your complaint known*

Make sure you always follow the steps of the Complaint Procedure outlined below. You are welcome to bring a friend or another interested adult with you to help or support you during any meetings about your complaint.

To assist us in understanding your complaint, please fill in the form attached. Your worker will make a copy of it when you meet to discuss your complaint.

### **Step 1**

Talk with your CAS worker. Let them know how you feel about the service you are receiving. Your worker may arrange a meeting with you to discuss the matter further.

### **Step 2**

If you have discussed the matter fully with your worker and you're not satisfied with the response, call the Society and speak with your worker's supervisor. The supervisor may be able to help resolve your complaint over the phone or may meet with you in person. The supervisor will provide you with a written summary of the discussions and the outcome within 10 working days of your final meeting concerning the complaint.

### **Step 3**

If you are not satisfied with the supervisor's response, call the Society and ask to speak to your worker's Branch Manager or Service Manager. If they are not able to help you over the phone, a meeting will be scheduled to further discuss your complaint. You will receive a written summary of the discussion concerning the complaint and the outcome within 10 working days of the last meeting.

### **Step 4**

If you are not satisfied with the response to step 3, you may file a formal complaint to the Society by letter or email to the Society's Director of Services. You will receive a written response within 7 days informing you whether or not your complaint is eligible for review and if it's not eligible, the reasons for the decision.

### **Step 5**

If your complaint is eligible for review, a meeting to try to resolve the complaint and determine what steps should be taken will be arranged for you with the Internal Complaint Review Panel within 14 days. You will receive a written summary of the results of the meeting, including any agreed upon next steps.

### **Step 6**

You may contact the Child and Family Services Review Board at 1-888-728-8823 in the following circumstances:

- HCAS has refused to proceed with your eligible complaint
- HCAS has failed to respond to your complaint within the time frames required by regulation
- HCAS has failed to comply with the complaint review procedure or with any other procedural requirement under the Child and Family Services Act relating to the review of complaints
- HCAS has failed to ensure that children and their parents have an opportunity where appropriate to be heard and represented when decisions affecting their interests are made and to be heard when they have concerns about the services they are receiving
- HCAS has failed to provide reasons for a decision and this affects your interest
- HCAS has inaccurately recorded something on your file and this has not been resolved through the HCAS informal complaint review procedure - this can only be made to the CFSRB after it has been reviewed through the CAS informal complaint review procedure

*working together*

We hope that we can resolve issues early in the process and work co-operatively in providing service for your child and family.