



## **Brochure:**

# **Complaints against a Children's Aid Society for Services Sought or Received**

### **s. 68 of the *Child and Family Services Act***

## **Is this for me?**

If you have sought or received services from a Children's Aid Society and have concerns about these services, you may have a right to complain to the Child and Family Services Review Board (CFSRB) for one of these reasons:

- You were not given a chance to be heard when you raised your concerns
- You were not given a chance to be heard when decisions that affected your interests were made
- The children's aid society did not give you reasons for its decisions that affect your interests
- The children's aid society refused to proceed with its internal complaint review process following your written complaint to the children's aid society
- The children's aid society did not follow its internal complaint review process or timelines

## **How to apply**

1. Call the CFSRB at 1 888-728-8823 (toll-free) or 416-327-4673 and ask for a form to be sent to you.

-or-

Visit [sjto.ca/cfsrb](http://sjto.ca/cfsrb) and search for the form: "[Application Regarding a Complaint about Services Sought or Received from a Children's Aid Society](#)".

2. Fill out the form.

In your application, explain your problem clearly and include all of the important incidents, dates and details so that those reviewing your complaint will understand your concerns. If you need help filling out the form, call the CFSRB and a case coordinator will help you. Note that a case coordinator cannot give you legal advice or tell you what words to use in your application.

3. Send us your completed form by fax to: 416-327-0558

## Process and Timelines

Once you file your application, the CFSRB will:

- Send a copy of your application to the children's aid society.
- Send you a letter within 7 days to tell you whether your application is eligible.

If your application is eligible, the CFSRB will:

- Request and review the response from the Society you are complaining about. The Society has 10 days to respond.
- Decide if your application will go to a hearing.
- Hold a pre-hearing settlement facilitation (mediation) with you and a representative from the Society before proceeding to a hearing. The settlement facilitation will happen within 40 days of the decision that your application is eligible.

Most applications that come to the CFSRB are settled through mediation. If your application is not resolved at mediation, the CFSRB will hold a hearing in person, in writing, by phone or video conference. At the hearing, the CFSRB can make certain decisions, including:

- Ordering the Society to respond to your complaint
- Ordering the Society to provide detailed written reasons for a decision they made
- Ordering the Society to consider your complaint through its internal complaints process
- Dismissing your application

The CFSRB has 30 days after the hearing to give you its decision, with written reasons.

## The Society's internal complaints review process and the Child Family Services Review Board process

The Society has its own internal complaint review process. It is done by an Internal Complaints Review Panel (ICRP).

You do not need to have been through the Society's complaint process before complaining to the CFSRB. You may choose to come directly to the CFSRB.

If you have complained to the Society, you can still complain to the CFSRB, even if the Society's process is still underway.

If you complained to the Society and the review process has been completed, you can ask the CFSRB to review the decision made by the ICRP.

However, if you want to complain about inaccuracies in the Society's file or record you must go first through the ICRP process before bringing an application to the CFSRB about those inaccuracies. Once the ICRP process is completed and a decision is made and you are not satisfied with the decision or process followed at the ICRP, you may apply to the CFSRB about those inaccuracies.

If you have any questions, call the CFSRB at: 416-327-4673, 1 888-728-8823  
Or visit our website at: [sjto.ca/cfsrb](http://sjto.ca/cfsrb)