

## Mission

The Catholic Children's Aid Society, on behalf of the Catholic community, is committed to providing social services that protect children and strengthen family life.

## We Value

- Human Dignity
- The Courage and Integrity to Take a Stand
- Partnership and Teamwork
- Cultural, Racial and Individual Differences
- Professional Excellence

Catholic Children's Aid Society of Toronto  
Head Office: 26 Maitland Street, Toronto, Ontario M4Y 1C6  
Tel: 416-395-1500 (24 hours a day, 7 days a week)  
Fax: 416-395-1581

*Resolving your concerns*

Child Protection Services - South  
Intake Services  
900 Dufferin Street, Suite 219  
Toronto, Ontario M6H 4B1

Child Protection Services - North West  
30 Drewry Avenue  
Toronto, Ontario, M2M 4C4

Child Protection Services - East  
Resource Services  
Child & Youth Services  
1880 Birchmount Road  
Toronto, Ontario M1P 2J7

Hope for Children Fund  
26 Maitland Street  
Toronto, Ontario M4Y 1C6

For the Love  
of Children



My Child Protection Worker: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

My Child Protection Supervisor: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Service Site: \_\_\_\_\_

Emergency After Hours: 416-395-1500

If you have questions about any of the resolution processes at CCAS, please call 416-395-1500 and ask to speak with the representative supporting Client Complaints, or email [ClientResolutions@torontoccas.org](mailto:ClientResolutions@torontoccas.org).

[www.torontoccas.org](http://www.torontoccas.org)

The Catholic Children's Aid Society of Toronto (CCAS) is committed to offering the best possible services to the children and families we serve. If you have a concern about the services you have sought or received from CCAS, we want to work with you to resolve the issues.

We encourage you to work with your service team to resolve concerns at an early stage. If you cannot resolve your concern together with your worker, the following procedures are available to you:

### **Informal Resolution Processes**

#### **Speak with the Supervisor**

If you are unable to resolve your concern with your worker, you should discuss the issue with your worker's supervisor, either over the telephone or in a meeting.

#### **Speak with the Service Manager**

If you are not satisfied that your concern has been resolved after the discussion with the supervisor, you may request a meeting with the Service Manager of the branch where your worker is located. The Service Manager will work with you and the service team to resolve your concerns, either by meeting with you personally or by speaking with you on the telephone. The worker and supervisor may also be present at the meeting. If you wish, you may bring someone to support you during this or any future discussion about your concerns.

### **Formal Resolution Processes**

#### **Making a Formal Complaint at CCAS**

If you are not satisfied that your concern has been resolved after meeting with the supervisor and Service Manager, you can make a formal complaint to CCAS in writing. Your letter can be addressed to the CCAS Executive Director and the Service Manager who you have already met with regarding your concerns.

Once you have made a formal complaint in writing, CCAS will respond to your complaint in writing within ten days. In our response to you, we will advise you whether your complaint is eligible for a Formal Resolution Process. This process can include a further meeting with the service team, a written response to your concerns and/or access to our Internal Complaints Review Panel. Please note that matters which have been or will be decided by a court are not eligible for the formal resolution process.

### **Internal Complaints Review Panel**

The goal of the panel is to resolve the complaint with a solution that works for everyone. If your complaint is eligible to be heard by the CCAS Internal Complaints Review Panel, we will arrange a date for an in-person panel within 14 days of your eligibility decision unless you request more time to prepare for the panel.

The panel includes two senior staff who have had no direct involvement with your family and a member of our Board of Directors who is not employed by CCAS. The service team will be invited and you will be able to bring any support person(s) to be part of the panel. During the panel, you will be asked to share your concerns, the panel will ask you and the service team some clarifying questions and once you have voiced your concerns, the panel will provide some recommendations for all to help resolve the issues.

Within 14 days of the conclusion of the panel, you will receive a summary of the discussion and a copy of the resolution plan that was agreed to by all parties.

### **Child and Family Services Review Board**

At anytime during your service with CCAS, you have a right to access the Child and Family Services Review Board (CFSRB) if you have concerns with the services you are receiving. The CFSRB is an independent agency of the Ministry of Child and Family Services that listens to the concerns of all CAS clients in the Province of Ontario.

To find out more information about the application process please visit our service sites to pick up a brochure or view them on our website at [www.torontoccas.org](http://www.torontoccas.org). **The contact information for the CFSRB is 416-327-4673 and the website is [www.sjto.gov.on.ca/cfsrb/](http://www.sjto.gov.on.ca/cfsrb/).**

### **Provincial Advocate for Children and Youth**

If you or someone in the community has a concern about a child or a group of children receiving services from a children's aid society and you have accessed the formal resolution processes and you feel the concerns have not been resolved, the Provincial Advocate for Children and Youth (PACY) may be able to investigate your concerns further.

**The contact information for PACY is 1-800-263-2841 and website is [www.provincialadvocate.on.ca](http://www.provincialadvocate.on.ca).**