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85 Eagle Street West, Box 358  
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YORK REGION  
CHILDREN'S  
AID SOCIETY

# CLIENT COMPLAINT PROCEDURE

## CLIENT COMPLAINT PROCEDURE

Parents and families may occasionally disagree with or feel dissatisfied with the service provided by the Society and wish to express their concern or launch a complaint. In these instances, the Society has a Complaint and Review procedure to ensure concerns are promptly and appropriately addressed.

Clients who would prefer to have their complaint dealt with in a language other than English will be provided an appropriate interpreter by the Society.

If you are not a client of the Society please contact the Communication and Public Relations Specialist who will discuss your concerns and connect you with the appropriate member of the Society's staff to resolve the complaint.

## INFORMAL REVIEW PROCESS:

### 1. Case Worker

Most concerns are resolved at the caseworker level. If a complainant does not wish to discuss concerns with the caseworker, or if the complainant feels that the caseworker is not adequately addressing the issues, the complainant is welcome to contact the supervisor.

### 2. Supervisor

Within five working days of receiving the complaint, the supervisor shall study the case and speak with, or meet with the complainant separately, or together with any other persons involved.

If no resolution seems possible, the client may then request further review of their complaint or concern by the Director of Services.

### 3. Director of Services

The Director of Services may meet jointly with the client and involved staff to help facilitate an informal resolution of the difficulty, or may choose to meet independently with the complainant.

If resolution continues to be unsuccessful following concerted efforts to resolve the concern, the complainant may then request to move into the formal review process.

## FORMAL REVIEW PROCESS:

### 1. Director of Client Services

If a resolution cannot be achieved during the informal review, the complainant may appeal in writing to the Director of Client Services with a copy to the Executive Director of the Society.

The Director of Client Services will respond to the written appeal within ten working days of its receipt and will indicate when a meeting will occur and who will attend the meeting. The review itself will occur within 15 working days of notification to the complainant.

Following the review, a decision will be rendered within 15 working days of the conclusion of the review process and a letter will be sent to the complainant indicating the outcome.

If the complainant remains dissatisfied with the outcome of the review, they may request that their concern/complaint be referred to the President of the Board of Directors, for further review.

### 2. Board of Directors

Within five working days of notification, the President of the Board of Directors will request that the Appeals Committee of the Board of Directors undertake a review of the complaint. The Appeals Committee will provide the complainant with a meeting time to review the complaint within 20 working days of the convening of the Committee.

The complainant must submit a written statement to the Committee at least seven calendar days prior to the meeting, outlining the complaint or issue, any relevant background information and a proposed remedy.

The decision of the Appeals Committee is final on behalf of the full Board of Directors and a letter indicating the outcome and conclusion of the review process will be sent to the complainant within four weeks of the Review meeting.

If the complainant remains unsatisfied with the decision of the Appeals Committee of the Board, then he/she will need to independently initiate any further reviews of the matter with the Director of Child Welfare through MCYS.

### 3. Appeal to a Director of Child Welfare

The Society will then make available to the Director, the case record and reports outlining the investigation of the complaint, the various steps taken in the review and the decision or recommendations made.

## IF YOU HAVE ANY CONCERNS REGARDING THE SAFETY OF A CHILD, CALL US IMMEDIATELY.

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 L3Y 4X7

## WE ARE ACCOUNTABLE TO OUR CHILDREN...

### Our Mission Statement:

We will work in partnership  
 with our increasingly diverse  
 community to protect our children  
 from abuse and neglect and provide a  
 safe, secure and caring environment.