

You have a  
concern...

Let's  
Talk.



**FAMILY AND  
CHILDREN'S  
SERVICES**

*of Lanark, Leeds and Grenville*

Safe kids, strong families

Family and Children's Services of Lanark, Leeds and Grenville is committed to providing a high quality service to the people it serves. We continue to do this through community feedback which provides opportunities to continuously improve the service provided in Lanark, Leeds and Grenville. On occasion, there will be concerns about the service provided by the Agency. It is our belief that a timely response to issues is in the best interest of the people we serve and the Agency.



If you have a concern about the service you are receiving, there are two processes available to you. You can choose whichever process you feel will work best in your situation:

#### **A. Informal Process:**

**Step 1.** Speak with your worker about the concerns you have

**Step 2.** If your concerns are not addressed in Step 1, ask to speak with your worker's manager

**Step 3.** If you are not satisfied with the response in Step 2, ask to speak with the Director of Service. This is the final step in this process.

You can expect a meeting within two weeks of your request and a response from the Agency within one week of your meeting in Steps 2 and 3.

#### **B. Legislated Process: Child and Family Services Review Board**

This process provides two options to hear a complaint. You have the choice to speak with the Agency about your concerns and/or can file a complaint directly with the Child and Family Services Review Board. A complaint under this process begins when your concerns are received in writing.

##### **Option One: Meeting with Agency staff and One Community Professional**

- When a written complaint is received, the Agency must respond within seven days, informing you if your complaint fits within the legislated guidelines.
- The Agency's response will indicate if an "internal panel" is required. If required the internal panel which includes Agency staff (not directly involved in your situation) and one community professional will hear your concerns within fourteen days.
- Within fourteen days of meeting with the panel you will receive their decision in writing. This is the final step in this process.



##### **Option Two: Child and Family Services Review Board**

- A written complaint can be filed directly with the Child and Family Services Review Board. This Review Board is independent of all Children's Aid Societies in the province.
- When you file a complaint, the Child and Family Services Review Board will provide a response within seven days informing you if your complaint can be heard. At this time you will receive further information from the Review Board regarding your rights and responsibilities in this process as well as time lines.



Information is also available from the Ministry of Children and Youth Services at [www.children.gov.on.ca](http://www.children.gov.on.ca)

OR

Child and Family Services Review Board  
2 Bloor Street West, 24<sup>th</sup> Floor  
Toronto, Ontario M7A 1E9

Telephone: (416) 327-4673

Toll free: 1-888-728-8823

Fax: (416) 327-0558

Ask your worker for more information about your options to express your concerns. We need and want to hear from you. We have offices across our service area. Contact any of our offices toll free at 1-855-667-2726 or visit our website at [www.fcslg.ca](http://www.fcslg.ca)

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