# You have a concern...

## Let's Talk



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 which ever 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 Steps2 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.

#### OptionOne: 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 (notdirectly 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.

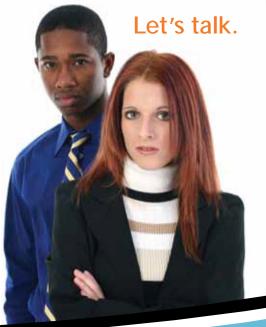
#### OR

Child and Family Services Review Board 655 Bay Street, 14<sup>th</sup> Floor Toronto, Ontario M7A 2A3

> Telephone: (416) 327-0111 Toll free: 1-888-777-3616 Fax: (416) 327-0558 e-Mail: <u>cfsrb@ontario.ca</u>

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 <u>www.fcsllg.ca</u>.

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We have offices across our service area. For information regarding our services or programs, please contact any of our offices toll free at 1-855-667-2726 or visit our website at <u>www.fcsllg.ca</u>.



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