

If at any point during this process you are dissatisfied with our handling of your concern, you may contact the **Child and Family Services Review Board** for an independent, external review of your concern, about your care or service. For more information about the CFSRB, please call 1-888-728-8823 or visit their website:

[www.cfsrb.ca](http://www.cfsrb.ca)

The CFSRB is a cost-free service of the Government of Ontario

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*“All Children, youth and families deserve to receive anti-oppressive, respectful and collaborative service and support.”*



**Huron-Perth**  
Children's Aid Society

**Stratford Office**

639 Lorne Avenue East |  
Stratford, ON | N5A 6S4  
Tel. 1-800-668-5094  
Fax 519-272-0953

**Goderich Office**

413 MacEwan Street |  
Goderich, ON | N7A 4M1  
Tel. 1-800-265-5198  
Fax. 519-524-1541

[www.h-pcas.ca](http://www.h-pcas.ca)

**SAFE CHILDREN.**  
**CONFIDENT YOUTH.**  
**RESILIENT ADULTS.**



**Your Right to be Heard**

Huron-Perth Children's Aid Society



## Resolving client concerns: The complaints procedure at Huron-Perth Children's Aid Society

It is our goal that all of our clients are happy with our service. But if you have a concern, it is important to know that you have the right to be heard and what your rights are. For more information about your rights, please refer to the *Client Bill of Rights* brochure.

If you feel that your rights as a client were violated, you have the right to be heard and to make a complaint against your worker or against the Society. We want to provide the best possible care to all of our clients and if you have concerns, we want to hear them.

**First**, you should talk to your caseworker about your concerns. When you do this, your worker will document the conversation in your case file, so that we have a record of your concern.

**Second**, if you do not feel that the issue has been resolved, you should contact your worker's manager.

The manager will respond to your message within seven days and will also document the conversation in your case file so that we have a record. You will receive a letter confirming your discussion and the outcome.

**Third**, if you are not satisfied after your conversation with your worker's manager, you may request a *Notification of Dissatisfaction* form and submit it to the Society. Your worker (or a designate, if your worker is unavailable) will sign the form, make copies and give one to you, his/her manager and to the Executive Director or designate.

Within seven days of submitting your form to your worker, you will receive a letter notifying you of your complaint status. If your complaint is eligible for the Society's internal complaints review process, you will receive, within 14 days of the complaint being deemed eligible, an invitation to meet with the Society's internal complaints review panel.

**Fourth**, after participating in the hearing with the internal complaints review panel, you will receive, within 14 days, written summary of the results of the meeting, including any agreed-upon next steps.



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**To advocate for and protect children's rights; to support and strengthen families; and to be leaders for positive change in our community.**