

## Hearing from you

North Eastern Ontario Family and Children's Services (NEOFACS) is interested in hearing from you including comments and compliments you may have about the service we provide. You may send these to your worker or send your general comments and compliments through our website's Contact Us page.

## We can work it out – together

NEOFACS is committed to hearing your concerns to ensure we are providing excellent service to the children, youth and families we work with.

You may make your concern known to us informally by contacting your worker, team leader or complaint manager for an informal discussion.

## Informal discussion

Staff, clients, children, foster and kin parents know that the best way to resolve issues is to deal with them promptly and directly with the people involved.

We encourage you to begin by discussing your concern with your worker, or with his or her supervisor or service manager. Our staff may understand the source of your concerns and be able to reach a resolution with you.

At any time during the informal discussion process, if your concern has not been resolved to your satisfaction by talking to your worker, supervisor or service manager, you may choose to make a formal complaint.

If your comment, compliment or concern is regarding a Child and Youth Mental Health, Prevention, Youth Justice, Volunteer, or Community program or service, please visit our website and review the *All Services Comments, Compliments and Concerns Brochure*.

Learn more:

[www.neofacs.org/service-complaints](http://www.neofacs.org/service-complaints)

### **Head Office - TIMMINS**

707 Ross Avenue East  
Timmins, ON P4N 8R1  
Telephone: 705-360-7100  
Fax: 705-360-7200

### **District Office - KAPUSKASING**

29 Kolb Avenue  
Kapuskasing, ON P5N 1G2  
Telephone: 705-335-2445  
Fax: 705-335-4391

### **District Office - KIRKLAND LAKE**

6 Tweedsmuir Road  
Kirkland Lake, ON P2N 1H9  
Telephone: 705-567-9201  
Fax: 705-568-8787

If you require the information contained in this brochure in a different format, please call NEOFACS at 705-360-7100 or email [info@neofacs.org](mailto:info@neofacs.org).

Ce document est également disponible en français.

Updated: February 2020

# CHILD WELFARE Comments, compliments, concerns

North Eastern Ontario  
Family and Children's  
Services is interested in  
hearing from you.



## There are three formal mechanisms for you to express your concerns.

1. Internal Complaint Review Panel (ICRP)
2. Child and Family Services Review Board (CFSRB)
3. Office of the Ombudsman of Ontario

### Internal Complaint Review Panel (ICRP)

Formal complaints with ICRP about **service sought or received by you or your child** or a **perceived inaccuracy of your information in NEOFACS CAS case records** must be done in writing. To begin this process, complete the complaints form located on the NEOFACS website under About Us / Reports and Review section or call NEOFACS 705-360-7100 to have the form sent to you.

The form may be completed online or printed and then mailed to our office. If mailing the form, send to NEOFACS at the address that follows:

**Attention:** Continuous Improvements and Standards Program Manager  
North Eastern Ontario Family and Children's Services  
707 Ross Avenue East  
Timmins, ON P4N 8R1

Once we receive the complaint, we will respond in writing within seven days to determine if your complaint is eligible for the ICRP review process. NEOFACS will notify you in writing about the decision and reason for the decision.

If the complaint is **eligible**, you will be invited to meet with NEOFACS ICRP within 14 days of the agency's response letter.

The ICRP is comprised of three people not involved with the family, child or youth.

You may bring one support person with you to this meeting. In addition, if you choose, you may also bring a lawyer. If you are a member of a band or aboriginal community, you may also bring a representative of your band or aboriginal community.

The ICRP is an opportunity for you to be heard about your complaint, to create solutions and improve communications. A letter summarizing the results of the meeting will be sent to you within 14 days after the meeting.

### Child and Family Services Review Board (CFSRB)

You may ask the Child and Family Services Review Board of the Social Justice Tribunals Ontario (SJTO) to review your complaint. In order to do so, your complaint must meet one of the following criteria.

You believe that NEOFACS has:

- refused to proceed with a complaint;
- failed to respond to your complaint within the required time frame;
- failed to comply with the complaint procedure;
- not given you an opportunity to be heard; regarding a decision affecting your interest or concerns about the service you received;

- failed to provide you with the reasons for a decision that affects your interests; or
- failed to place your notice of disagreement on your case record.

Your request for a review at the Child and Family Services Review Board will need to be in writing on a prescribed form available through the Child and Family Services Review Board.

#### To learn more:

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

Phone: 416-327-0111 or 1-888-777-3616

Fax: 416-327-0558

Email: [cfsrb@ontario.ca](mailto:cfsrb@ontario.ca)

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

### Office of the Ombudsman of Ontario

The Ombudsman's Children and Youth Unit has the ability to investigate matters about services provided by Children's Aid Societies, as well as other child protection matters under the Child, Youth and Family Services Act. If you have gone through the other two formal complaint processes but the concern was not resolved, the Ombudsman may be able to investigate.

#### To learn more:

Children & Youth Unit  
401 Bay Street, Suite 2200  
Toronto, ON M5H 2Y4

Phone: 416-325-5669 or 1-800-263-2841

Fax: 416-325-5681

Email: [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca)

[www.ombudsman.on.ca](http://www.ombudsman.on.ca)