

Feedback

Together, we can work through any concern!

At DCAFS, we believe open communication is essential for resolving any concerns and building stronger relationships. For service-related concerns, we invite you to follow the applicable processes detailed below.

Information Privacy Concerns

We encourage you to contact your Worker with any questions or concerns you might have about our privacy or information practices. If your questions or concerns are not resolved, the next step is to reach out to your Worker's Manager, followed by the Director of Service, or the Agency's Privacy Officer.

Formal Complaints & Contact Details

If, after contacting us through your Worker, Manager, Director of Service, and the Agency's Privacy Officer, you feel that your concerns have not been addressed to your satisfaction, you may wish to contact the Information and Privacy Commissioner of Ontario who is responsible for making sure that privacy laws are followed in Ontario.

For more information, please visit: ipc.on.ca



Service Delivery Concerns

We encourage you to contact your Worker with any questions or concerns you might have about our service delivery. If your questions or concerns are not resolved, the next step is to reach out to your Worker's Manager, followed by the Director of Service.

Formal Complaints & Contact Details

If, after contacting us through your Worker, Manager and Director of Service, and you feel that your concerns have not been addressed to your satisfaction, you may want to consider the following options.

You can request an Internal Complaints Review Panel (ICRP) be convened or contact the Ontario Child and Family Services Review Board (CFSRB). The CFSRB conducts reviews on matters that affect children, youth and families in Ontario when our organization's internal processes have been exhausted, and the results are not to your satisfaction.

For the required forms for either of these processes, and further information, please visit: tribunalsontario.ca/cfsrb

The Ontario Ombudsman is an independent, non-partisan Officer of the Ontario Legislature, appointed by all parties, whose role is to ensure that the provincial government and public sector serve people in a way that is fair, accountable, transparent and respectful of their rights.

To contact the Ontario Ombudsman, please visit: ombudsman.on.ca

To view this information online via the DCAFS website, please visit dcafs.on.ca/feedback