



we value:

Inclusion: we create a welcoming, inclusive and accessible environment
we value and celebrate diversity and uniqueness
we seek to understand and be knowledgeable about differences

Compassion: we respond to others with understanding and empathy
we accept where people are and start there
we value the support of our colleagues and help each other

Integrity: we speak and act openly and directly
we believe that people act with good intent
we strive for strengths-based, solution focused, least intrusive approaches

Collaboration: we share information, responsibility and leadership
we value the input of others and include our clients in decisions affecting their lives
we are committed and reliable partners in our community

Innovation: we encourage critical thinking and creative solutions
we value on-going learning and implement best practices
we work in ways that are flexible, accommodating and adaptable

Accountability: we take responsibility for our actions
we make every effort to be efficient and effective and achieve best outcomes
we use our human and financial resources responsibly

Dufferin Child and Family Services
655 Riddell Road
Orangeville, ON L9W 4Z5
tel: 519-941-1530
fax: 519-941-1525
www.dcafs.on.ca

we all share the air... this is a scent-free environment

Child and Family Services Review Board

In some cases where your complaint is about services sought or received from our Child Protection Service, you may submit your complaint at any point in time, to the Child and Family Services Review Board (CFSRB) established by the Minister under the Child and Family Services Act.

or

If you are a foster parent or adoptive applicant who has received written notice from Dufferin Child and Family Services advising you that:

- a child who is a Crown Ward and has lived with you continuously for at least two years will be removed from your home;
- your application to adopt a particular child has been refused;
- a child who has been placed with you for adoption will be removed from your home;

You may also ask the CFSRB to review that decision. You must, within 10 days of receiving your written notice, complete and submit the required forms to the CFSRB.

For more information on either of these complaint processes to the CFSRB including what complaints are eligible for review and how and when to complain to the CFSRB, you can:

- pick up a CFSRB pamphlet at Dufferin Child and Family Services
- visit the Ministry of Child and Youth Services website at: www.children.gov.on.ca
- contact the CFSRB directly at:
Tel: 416-327-4673
Toll-free: 1-888-728-8823
Fax: 416-327-0558

Office of the Provincial Advocate for Children and Youth

If you are a child or youth under the age of 16, you may contact the Office of the Provincial Advocate for Children and Youth at any time. If you would like more information about the services offered you can;

- ask your worker for more information;
- visit their website at: www.provincialadvocate.on.ca
- contact the Office of the Provincial Advocate for Children and Youth directly at:
Toll-free: 1-800-263-2841
TTY: 416-325-2648
Email: advocacy@direct.com

Information and Privacy Commissioner of Ontario

At any time, if your complaint relates to your personal health information, you may make a complaint to the Information and Privacy Commissioner (IPC) of Ontario. For more information you can:

- contact the Information and Privacy Officer at Dufferin Child & Family Services
- visit the IPC website at: www.ipc.on.ca
- contact the office of the IPC directly at:
Toll-free: 1-800-387-0073
TDD/TTY: 416-325-7539
Fax: 416-325-9195



When we disagree...

A guide to DCAFS complaint process

Mission

to be a partner, resource and leader in supporting and building on the strengths of children, adults and families in our community

Vision

strong and resilient children, adults and families supported within a safe and welcoming community

Do you have a complaint? If you do, it is important to us.

Dufferin Child and Family Services has a process for you to raise concerns or questions about any aspect of the services we provide.

Each child/youth, parent, family, foster parent or adoptive applicant who has asked for or are receiving service at DCAFS has the right to express complaints about the services sought or received. Your complaints are important to us. We will listen to your concerns and take them seriously. Hearing your complaint will give us the opportunity to address your concerns and, if possible, improve how we provide services.

Who should you voice your complaint to first?

Complaints are dealt with in a progressive manner at DCAFS and efforts are made to engage in mutual problem solving. Steps include:

- a. Speaking with your worker about your concern;
- b. Speaking with your worker's Manager or Senior Manager about your concern;
- c. Speaking with the Executive Director.

If you have concerns about the improper collection, use or disclosure of your or your child's personal health information, please contact our office and ask to speak with our Privacy Officer.

It is hoped that all complaints/concerns between you and the Agency can be resolved. However, if you feel that your concerns have not been addressed in a way that meets your needs, you may at any point, make a formal complaint.

Formal complaints must be made in writing and directed to our Internal Complaint Review Panel.

Please note that we cannot review your complaint through our Internal Complaint Review process if:

- your complaint relates to a matter that is currently before the courts or if your complaint relates to a matter that has already been decided by the courts.
- your complaint relates to a matter that falls within another decision making process under the Child and Family Services Act or the Labour Relations Act.

Internal Complaint Review Panel

To initiate a complaint to the Internal Complaint Review Panel (ICRP), the complaint must be made in writing and should include:

- the nature of the complaint or disagreement;
- dates;
- who is affected and how;
- what a solution could be and why.

Please send your written complaint to:

Confidential Complaint
c/o Executive Assistant
Dufferin Child and Family Services
655 Riddell Rd
Orangeville, ON

Internal Complaint Review Panel

An Internal Complaint Review Panel (ICRP) will be assigned to review your complaint. Members of the ICRP will be selected by the Executive Director and will include a lead Senior Manager, other agency staff as required and at least one person external to DCAFS. The person external to DCAFS who is selected may be a member of the Agency's board of directors. Members of the ICRP will not have had any prior involvement in hearing your complaint or providing you with the service your complaint relates to.

Letter to You

Within seven days of DCAFS receiving your formal written complaint, a letter will be sent to you. If your complaint is determined to be eligible for review, the letter will include the date, time and location for a meeting with the ICRP. If you are unable to attend the meeting as scheduled, please contact the Executive Assistant to ask for the meeting to be rescheduled.

Meeting with the ICRP

You must attend this meeting and you may bring one person to support you. You may also bring a representative from your Band or Native Community, if applicable.

The ICRP will give you opportunity to present your concerns. During the meeting, the ICRP will clarify facts and information gathered to assist them in making recommendations.

The case worker and manager directly involved with you or your family will meet with the ICRP separately.

ICRP Meeting Outcome

Within 14 days of the ICRP meeting, the ICRP will send a written summary of the outcome of the meeting, including any agreed upon action plan and/or next steps, to the complainant and Executive Director.

If the complaint was not resolved through the ICRP process but the ICRP feels the concerns raised are valid, the ICRP may recommend an action plan to the Executive Director, who will make the final decision on the matters under review. At this point, a summary letter will be sent by the Executive Director to the complainant, including any approved actions.

Note: The ICRP may not make decisions regarding disciplinary actions against a staff member of DCAFS but may make a recommendation to the Executive Director.

Dufferin Child and Family Services will make every effort to respond to your complaints quickly and objectively in the hopes that your concerns can be addressed through either informal means or through our formal Internal Complaint Review Panel. However, if you feel it is necessary, you may at any time, bring your complaint to an independent body for their review. Please review the reverse of this flyer if you would like more information.