

SECTION 61: FOSTER PARENTS

Under section 61: A foster parent can apply to the Child and Family Services Review Board to request a review of a children's aid society decision to remove a Crown Ward who has lived with the foster parent continuously for two years. The application form created for individuals to apply to the Board for section 61 matters is called "Removal of Crown Ward - Child and Family Services Review Board Application."

SECTION 144: ADOPTION APPLICANT

Under section 144: An individual may request a review of a children's aid society decision to refuse an application to adopt a particular child made by a foster parent or other person, or a children's aid society or adoption licensee decision to remove a child who has been placed with a person for adoption. The application form created for individuals to apply to the Board for section 144 matters is called "Refusal of Adoption - Child and Family Service Review Board Application."

SECTION 68: ALL CHILD PROTECTION CLIENTS

Under section 68: A person may make a complaint about a matter related to a children's aid society to the Child and Family Services Review Board at any time during or after the children's aid society internal complaint review procedure; or directly without going through the children's aid society's internal complaint review procedures.

All CASs must have a complaint review process. You can learn more about this process at:
www.ontario.ca/ccnv or

The Provincial Advocate for Children and Youth
1-800-263-2841 <http://provincialadvocate.on.ca>.

The Child and Family Services Review Board is an independent body that can review some complaints or CAS decisions. The board can be reached at **1-888-728-8823** or www.cfsrb.ca

Jewish Family & Child

CENTRAL OFFICE AND INTAKE

4600 Bathurst Street | 1st Floor
Toronto, Ontario M2R 3V3
T: 416 638 7800 F: 416 638 7943

GORDON S. WOLFE BRANCH

35 Madison Avenue
Toronto, Ontario M5R 2S2
T: 416 961 9344 F: 416 961 9351

YORK REGION BRANCH 1 OPEN DOOR

9600 Bathurst Street | Suite 242
Vaughan, Ontario L6A 3Z8
T: 905 303 5838 F: 905 303 5892

JEROME D. DIAMOND ADOLESCENT CENTRE

196 Keewatin Avenue
Toronto, Ontario M4P 1Z8
T: 416 482 3023 F: 416 482 3014



Ontario



United Way
Greater Toronto



UJA FEDERATION
of Greater Toronto



ועידת התביעות
Claims Conference
The Conference on Jewish Material
Claims Against Germany
www.daimson.org

**JEWISH
FAMILY
&CHILD**

RESOLVING
CLIENT
COMPLAINTS

INTRODUCTION

Jewish Family & Child (JF&CS) is committed to offering the best service possible to individuals, families and children in Greater Toronto and York Region. We recognize the importance of an effective process for the resolution of service complaints. We encourage our clients and staff to work together to resolve concerns. If you are not satisfied with the service you are receiving, we are interested in hearing your comments. (A client is anyone who seeks or receives service from the Agency.)

ADDRESSING ISSUES BEFORE THEY BECOME PROBLEMS:

If any issues arise with respect to the service you receive at JF&CS, we encourage you to collaborate with the service team on an informal basis, in order to resolve issues before they become larger problems.

We request that you discuss your concern with the staff member who is responsible for providing services to you.

If your concerns are not resolved in the discussion with the staff member, we request that you then contact the manager who supervises that staff member to request a meeting.

If you are not satisfied with the outcome of your meeting with the manager, you may request a meeting with a director.

FORMAL COMPLAINT PROCESS:

Where efforts to resolve issues with the service team or director are not successful, JF&CS has a formal complaint review mechanism. This consists of a meeting with a Complaints Review Panel. The Complaints Review Panel is made up of a JF&CS senior director who has not been directly involved in your situation, other staff as required and a person who does not work at JF&CS (usually a member of the JF&CS Board of Directors). The Complaints Review Panel's role is to understand and attempt to resolve your concerns, and identify next steps.

Your complaint should be put in writing so that it will be clearly understood. It may be sent to JF&CS by mail, by fax, by email, or may be delivered by hand. You will be notified within seven days of JF&CS receiving the complaint, as to whether the complaint is eligible for review by the Complaints Review Panel. If your complaint is eligible for review, you will receive a written response indicating:

- The date, time and location of the meeting with the Complaints Review Panel. The meeting date must be within 14 days of the date on the letter sent to you. If the meeting time or date is not convenient, you can request that the meeting be rescheduled.
- The name of a contact person at JF&CS who would be available to answer any questions about the process.

Within 14 days after the meeting with the Complaints Review Panel, you will be provided with a written summary of the results of the meeting, along with any agreed upon next steps. We are committed to resolving the complaint with you quickly.

MATTERS WE CAN REVIEW:

- Concerns about services you have sought or received from JF&CS.
- Concerns about the accuracy of your JF&CS record.
- Allegations that children and their parents have not been given the opportunity to be heard when decisions affecting their interests are made by JF&CS.
- Allegations that JF&CS failed to provide reasons for a decision affecting your interests.

MATTERS WE CANNOT REVIEW:

- Any policy or procedure of another organization.
- Matters in process before any court or that have been decided by any court, including, the Criminal Courts or Family Court through the Child and Family Services Act (2000) such as: a) wardship orders or child protection decisions, or b) Children's Law Reform Act matters such as custody and access decisions.
- Any policy or procedure of JF&CS.
- Any policy or procedure of another agency.

THE PROVINCIAL ADVOCATE FOR CHILDREN AND YOUTH

The Provincial Advocate for Children and Youth is an independent voice for children and youth across the province receiving services under the Child and Family Services Act. The Provincial Advocate has the authority to receive and respond to complaints, conduct reviews, represent the views and preferences of children and youth, make reports and provide recommendations. They also have the ability to investigate matters relating to services provided by CASs and residential licensees, where a CAS is the placing agency. The Provincial Advocate does not provide legal advice or legal representation. www.provincialadvocate.on.ca
1-800-263-2841.

CHILD & FAMILY SERVICES REVIEW BOARD (CFSRB):

If you are a client of our child protection service, you have the right to make a complaint to the Child and Family Services Review Board (under Section 68 of the Child and Family Services Act (CFSA)). This complaint can be made at any stage of the formal complaint process with JF&CS. A complaint directly to the CFSRB can be made under the following circumstances:

- JF&CS refused to proceed with the complaint.
- JF&CS did not follow the complaint review process or timelines required by the CFSA.
- JF&CS did not give you reasons for a decision that affects you.
- JF&CS did not give you the opportunity, where appropriate, to be heard/represented when decisions that affect your interests were made.
- JF&CS did not give you the opportunity to be heard when you had concerns about services you were receiving.
- JF&CS inaccurately recorded in your file.*

**This complaint can only be made to the CFSRB after it has been heard by JF&CS.*

Under the CFSA, the Child and Family Services Review Board is established as the administrative tribunal that will review certain complaints related to CASs pursuant to section 68 of the Act, and certain decisions of CASs or adoption licensees, pursuant to sections 61 and 144 of the CFSA.