

Privacy Complaints

If you have a complaint about your information being mismanaged, shared or wrongly depicted, you can complete a [JF&CS Privacy Complaint Form](#) and submit it to JF&CS in person or by mail, fax, phone or email to:

Jewish Family and Child Service
ATTN: Manager, Compliance and Privacy
4600 Bathurst Street, 1st Floor
Toronto, Ontario M2R 3V3
Telephone: 416 638 7800, ext. 6636 Fax: 416 638 7943
Email: privacy@jfandcs.com
For more info: www.jfandcs.com/privacy

Within 5 days, your complaint will be reviewed and acknowledged and a Privacy Complaints Review Panel (PCRP) established. Within 30 days, the PCRP will share their response. If you feel that your concerns have not been addressed to your satisfaction or you believe that JF&CS has not complied with Ontario's *Personal Health Information Protection Act, 2004*, you have the right at any time to contact or make a complaint to the Information and Privacy Commissioner of Ontario at:

**Information and Privacy
Commissioner of Ontario**
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
1-800-387-0073
1-416-325-9195 (fax)
or visit the IPC website at www.ipc.on.ca

Jewish Family
and Child Service

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

365 Bloor Street E, Suite #1904
Toronto, Ontario M4W 3L4
T: 416 638 7800 F: 416 961 9351

YORK REGION BRANCH
1 OPEN DOOR

9600 Bathurst Street | Suite 242
Vaughan, Ontario L6A 3Z8
T: 416 638 7800 F: 905 303 5892

JEROME D. DIAMOND
ADOLESCENT CENTRE

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

JF&CS strives for inclusivity in all its programs, serving community members of any income, family structure, ability, sexual orientation, gender identity, religious



Ontario



United Way
Greater Toronto



UJA FEDERATION
of Greater Toronto



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

JF&CS

JEWISH FAMILY AND CHILD
SERVICE OF GREATER TORONTO

RESOLVING
CLIENT
COMPLAINTS
Family Services

Jewish Family and Child Service (JF&CS) is committed to offering the best service possible to individuals, families and children. We recognize the importance of an effective process for resolving service complaints.

If you are a Family Services client (accessing any [JF&CS service](#) other than Child Welfare Services) and are not satisfied with the services you are receiving, use any of the following methods to share your concerns:

- Early Resolution
- JF&CS' Family Service Resolution Panel
- Privacy Complaints

Early Resolution

We encourage our clients (or their substitute decision-maker¹) and staff to work together to resolve concerns, using the following steps:

- Speak with the JF&CS staff member who is responsible for providing services to you.
- If your concerns are not resolved, request a meeting with their Manager.

If you are not satisfied with the outcome of your meeting with the Manager, you can request a meeting with the JF&CS Director of Family Service overseeing the program.

JF&CS' Family Service Resolution Panel

If you are not satisfied with the response of the Director, you have the right to request a meeting with the JF&CS Family Service Resolution Panel. The Panel is made up of two JF&CS Service Directors and a Manager who have not been directly involved in your situation and other staff, as required. The Panel's role is to understand and attempt to resolve your complaint, and identify next steps.

You can request a meeting with the Panel by completing the [Family Service Complaint Form](#). You can hand deliver the form or send it to JF&CS by mail, fax or email to:

Jewish Family and Child Service FAMILY SERVICE RESOLUTION PANEL

4600 Bathurst Street | 1st Floor

Toronto, Ontario M2R 3V3

Fax: 416 638 7943

Email: info@jfandcs.com

Within 14 days of receiving your request to meet with the Panel, you will receive a written response indicating the date and time of the meeting. You can ask that the meeting be rescheduled if the date or time is not convenient.

You may bring a support person if you wish. You may also bring a representative from your Band, First Nation, Inuit or Métis community to the meeting with the Panel, if applicable. You may ask for any accommodation to support your full participation in the meeting.

Following the meeting with the Panel you will be provided a written summary of the results, along with the agreed upon next steps. We are committed to resolving the complaint with you within 120 days from the date you request the meeting.

Matters we can review:

- Complaints about services you received from our Family Services programs (any programs other than Child Welfare Services). For example, Family Services programs include Counselling, Violence Against Women, Poverty Reduction, Hospice, etc.
- Allegations that JF&CS failed to provide reasons for a decision affecting your interests.
- Other complaints deemed eligible for review by the Directors of Family Services.

Matters we cannot review:

- Complaints about services provided to someone other than yourself or your dependant family member(s).
- Complaints about services you have sought or received from other agencies.
- Issues that are before the court or have been decided by the court.
- Complaints about the privacy of your personal information, or complaints about JF&CS' response to your request for access to or correction of your information. (See "Filing a privacy complaint" below).
- Complaints related to JF&CS' Child Welfare Services. Please use the [complaint process](#) for Child Welfare Services.

¹ A client's substitute decision maker is a designated person authorized to make decisions on behalf of another individual.