

Ontario Ombudsman

You can also reach out to the Ombudsman's Children and Youth Unit, which can hear complaints from any young person or adult about child welfare services, such as children's aid societies (e.g., JF&CS), foster homes and group homes, secure treatment programs and youth custody facilities. They can provide information about your rights, investigate problems, connect you with others who can help, and more.

The Ontario Ombudsman can be reached at
1-800-263-1830 or www.ombudsman.on.ca

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 x 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 Part X of the *Child, Youth and Family Services Act, 2017*, 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 affiliation, level of



JF&CS

**JEWISH FAMILY AND CHILD
SERVICE OF GREATER TORONTO**

**RESOLVING
CLIENT
COMPLAINTS**

Child Welfare 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 Child Welfare client and not satisfied with the services you are receiving, use any of the following methods to share your concerns:

- Early Resolution
- JF&CS' Internal Complaints Review Panel
- Child and Family Services Review Board
- Ontario Ombudsman
- Privacy Complaints

Early Resolution

We encourage our clients (or their substitute decision-maker¹) and their JF&CS staff to work together to resolve concerns as they arise.

- Speak with the JF&CS Child Welfare staff member who is responsible for providing services to you.
- If your concerns are not resolved, you can 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 JF&CS' Director of Child Welfare.

At any time you are entitled to contact any of the below resources concerning your complaint.

JF&CS' Internal Complaints Review Panel

At any point in your Child Welfare service, you have the right to request a meeting with JF&CS' Internal Complaints Review Panel (ICRP). The ICRP is made up of a JF&CS Director who has not been directly involved in your situation, a person who does not work at JF&CS (usually a member of the JF&CS Board of Directors), and other staff as required. The ICRP's role is to understand and attempt to resolve your concerns, and identify next steps.

Your complaint should be in writing on the [government's ICRP request form](#), which can be found on the JF&CS website at www.jfandcs.com/client-concerns. You can hand deliver the form or send it to JF&CS by mail, fax or email to:

Jewish Family and Child Service INTERNAL COMPLAINT REVIEW PANEL

4600 Bathurst Street | 1st Floor
Toronto, Ontario M2R 3V3
Telephone: 416 638 7800 x 6234 Fax: 416 638 7943
Email: info@jfandcs.com

Within seven days of receiving your complaint, we will notify you as to whether the complaint is eligible for review by JF&CS' ICRP. If the complaint is eligible for review, you will receive a response letter with a date, time and location for the meeting with the ICRP. We will have the meeting within 14 days of the response letter being sent to you. If the meeting time or date is not convenient, you can ask that the meeting be rescheduled. We will provide the name of a contact person at JF&CS who can answer any questions you may have about the process.

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 ICRP, if applicable. You may ask for any accommodation to support your full participation in the meeting.

After the meeting, we will send you a written summary of the results, along with any agreed upon next steps. We will send this within 14 days of the meeting.

Matters we can review:

- Complaints about services you have sought or received from JF&CS.
- Complaints that you or your child's rights as a child/youth in care were not respected.
- Allegations that you feel you were discriminated against by JF&CS (for example, due to race, ethnicity, sexual orientation, religion or language).
- Allegations that children and their parents have not been given the opportunity to be heard when decisions affecting their interests are being made by JF&CS.

- Allegations that JF&CS failed to provide reasons for a decision affecting your interests.
- Other complaints not specified above.

Matters we cannot review:

- Complaints about services provided to someone other than yourself or your family.
- Complaints about services you have sought or received from agencies other than JF&CS.
- 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. (These complaints should be submitted through the JF&CS Privacy Complaint process described at the end of this document).
- Issues that are subject to another decision-making process under the *Child, Youth and Family Services Act* or the *Labour Relations Act*.
- Complaints related to Family Services you have received from JF&CS. Please use the [complaint process](#) for Family Services.

Child & Family Services Review Board (CFSRB)

If you are a client or have been a client of our Child Welfare, you have the right to make a complaint to the Child and Family Services Review Board. The CFSRB conducts reviews and hearings on a number of matters that affect children, youth and families in Ontario.

For more information, and to obtain the forms required for a complaint to the CFSRB, please visit the CFSRB website <https://tribunalsontario.ca/cfsrb/> or call **1-888-777-3616**.

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