

How To Make A Complaint

We want to provide good and helpful service to children, youth and families. If you have a concern about how we have worked with you, we want to know. We will work together with you to find a solution.

1) The best place to start is to speak with your worker.

You can talk things over in person or on the phone. You can bring a support person with you if you want.

If you still have concerns after talking with your worker, you can:

2) Call your worker's supervisor to talk about it. If you meet in person, you can bring a support person with you. If the problem still isn't resolved, you can:

3) Ask to speak with a Senior Manager. The Senior Manager will be someone who has NOT been involved with your family. Again, you can bring a support person. If the problem still isn't resolved, you can:

4) Write a letter to the Executive Director (ED). In the letter, you can ask to have your concerns reviewed. You can write the letter your own language if you prefer. We will have the letter translated. If you need help to write the letter, call 519-576-050 and ask for the Executive Director's office.

At any point, you can ask for a formal review by the Internal Complaint Review Panel by completing the form on our website. Go to facswaterloo.org, click on the Reporting a Concern tab and choose "Concerns about our service?"

Within 7 days of getting the form, the ED will write back to you about a date and time to meet with the Panel. If your complaint is not able to be heard by the Internal Complaint Review Panel, the letter will explain why.

If you need help with the form, or would like a printed version, call the number above and ask.

Do you feel that you were discriminated against because of your race, colour, creed, ethnic origin, ancestry, citizenship, place of birth? Or because of your sex, sexual orientation, gender identity, gender expression, marital status, family status or disability? If so, please contact our Senior Manager responsible for equity and inclusion. If this does not solve the problem, you can write to the Executive Director (see step 4).

Every Family Has A Voice

Child and Family Services Review Board (CFSRB)

Do you feel that no-one is listening? Have you not been given reasons for decisions? You can ask at any time for a review by the CFSRB by calling 1-888-728-8823.

Office of the Ontario Ombudsman

The Child and Youth office of the Ontario Ombudsman can also help you with complaints.

If you are a young person experiencing a problem involving a Children's Aid Society, foster home, group home, mental health service, school or the justice system - and you feel like no one is listening to you - you can call 1-800-263-2841.

Help Today for a Better Tomorrow



Our Vision

A caring community where children and their families thrive.

Our Mission

Building relationships with families and communities for the well-being and safety of children and youth.



FAMILY & CHILDREN'S SERVICES OF THE WATERLOO REGION

Contact us

Family & Children's Services

200 Ardelt Ave., Kitchener ON N2C 2L9
519-576-0540

168 Hespeler Rd., Cambridge ON N1R 6V9
519-623-6970

Prefer another language?

Please visit facswaterloo.org and click the



to read or hear information in many languages, including;

Français	Hrvatski	中文
Español	Tiếng Việt	Zhōngwén
العربية	Soomaali	Português
Alearabia	հայերէն	Shqiptar
که در	Āmarinya	

519-576-0540

facswaterloo.org

inquiries@facswaterloo.org



FAMILY & CHILDREN'S SERVICES OF THE WATERLOO REGION



Do you have a concern about our service?

Help Today for a Better Tomorrow