

## What is an Internal Complaint Review Panel Meeting?

This meeting, which will include a Department Manager and the Director of Services as well as a member from the community, will provide an opportunity to hear your concerns, ask questions and discuss your ideas about how you believe your complaint can best be solved. Within 14 days of this meeting a Department Manager will provide a letter to you that summarizes the meeting and any next steps that were agreed to.

## What if Your Complaint is Still Not Resolved?

If a solution to your concern has still not been found after the Internal Complaint Review Panel meeting, then you may be able to take your complaint to the Child and Family Services Review Board (CFSRB) or the Ontario Child Advocate.

Child and Family Services Review Board  
[www.cfsrb.ca](http://www.cfsrb.ca)

Ontario Child Advocate  
[www.provincialadvocate.on.ca](http://www.provincialadvocate.on.ca)

In the menu under [Investigations](#)  
> Investigations  
> How to Request an Investigation

## Contact us

### Bancroft

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### Belleville

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### Cobourg

1005 Burnham Street  
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### Picton

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Toll-free: 800-267-0570  
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Highland Shores Children's Aid  
serves the counties of  
Hastings, Northumberland  
and Prince Edward.



**Highland Shores**  
**CHILDREN'S AID**  
Protect Care Empower

# Compliments Concerns Complaints

*We Hear You*

[www.highlandshorescas.com](http://www.highlandshorescas.com)

## We'd Like to Hear from You

If you have a compliment about our services, visit our website at [www.highlandshorescas.com](http://www.highlandshorescas.com) and click on the Feedback tab on the home page to email your feedback directly to us.

We also want to work with you to solve any issues. If you are receiving services from our Society and have a concern or complaint here's what you can do.



## Talk to Your Worker

They may be able to solve the problem with you. If after talking you still have concerns they will give you their supervisor's contact information so that you can set up a meeting with them if that is the next step you would like to take.

## Talk to Your Worker's Supervisor

You can talk to your worker's supervisor by telephone or you can meet in person. If you meet in person, you can bring someone to support you like a friend, family member or member of your Band or Native Community. Your worker may also attend the meeting if you agree to that.

## Send a Written Complaint to the Director of Services

If you talk to your worker and their supervisor and you still don't feel like your complaint has been solved or if you don't want to meet with your worker's supervisor, you can send a written complaint to the Director of Services. You'll be given information about where to send in your complaint. Within seven days of receiving your written complaint you'll be contacted by either a Department Manager or the Director of Services. They will let you know if your complaint is eligible for an Internal Complaint Review Panel and will explain that process. If you wish to continue, the Internal Complaint Review Panel meeting will take place within 14 days of you having sent in your written complaint.

Toll-free: 800-267-0570  
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