

Accessibility

We welcome feedback regarding the way in which we provide services to persons with disabilities. Clients and service recipients are invited and encouraged to provide feedback and concerns, complaints, or suggestions in writing to the Agency. Should accessibility requirements entail an alternative means of feedback, we will work with the client or service recipient to facilitate the feedback. We will respond to such feedback within a reasonable time frame clarifying the concern, complaint or suggestion, and actions to be taken to address same.



Concerns can be sent by email, hand delivered, or mailed. Our contact information is listed below.

If you require the information contained in this brochure in a different format, please call our Executive Assistant at (613) 735-6866.



www.fcsrenfrew.on.ca

Head Office:
77 Mary Street
Pembroke, Ontario
K8A 5V4
(613) 735-6866
1-800-267-5878
inquiries@fcsrenfrew.on.ca

COMMENTS, COMPLIMENTS, CONCERNS

Family and Children's Services of Renfrew County is interested in hearing from you



www.fcsrenfrew.on.ca

Nous offrons les services en français



Hearing from you

FCS Renfrew County is interested in hearing from you including comments, compliments and concerns you may have about the service we provide. You may send these to your worker or send your general comments and compliments through our website's About page.

We can work it out—together

FCS Renfrew County is committed to hearing your concerns to ensure we are providing excellent service to the children, youth, adults and families we work with. We know that the best way to resolve issues is to deal with them promptly and directly with the people involved.

We encourage you to begin by discussing your concern first with your worker, then with their supervisor, or a Director of Service. Our staff may understand the source of your concerns and be able to reach an agreeable resolution with you. At any time during the informal discussion process, if your concern has not been resolved to your satisfaction by talking to your worker, supervisor or Director of Service, you may choose to make a formal, written complaint to the Executive Director.

My worker

My Worker's Supervisor

There are Formal Mechanisms for you to express your concerns

1. Internal Complaint Review Panel
2. Child and Family Services Review Board
3. Office of the French Language Services Commissioner
4. Office of the Ombudsman of Ontario
5. Information and Privacy Commissioner of Ontario

Internal Complaint Review Panel (ICRP)

Formal complaints with ICRP about service sought or received by adults, children/youth or a perceived inaccuracy of your information in FCS Renfrew County's case records must be done in writing. To begin this process, please review the Complaints Process on our website (under the About tab), or call us at 613-735-6866. Please mail or drop off your letter, addressed to the Executive Director at the address listed on the back of this brochure.

Once we receive the complaint we will respond in writing within seven days to determine if your complaint is eligible for the ICRP review process. FCS Renfrew County will notify you in writing about the decision and reason for the decision. If the complaint is eligible, you will be invited to meet with our ICRP within 14 days of the agency's response letter. The ICRP is comprised of three people not involved with the family, child, youth or adult.

You may bring one support person with you to this meeting. In addition, if you choose, you may also bring a lawyer. If you are an Indigenous Community Member, you may also bring a representative from your Indigenous Community.

The ICRP is an opportunity for you to be heard about your complaint, to create solutions and improve communications. A letter summarizing the results of the meeting will be sent to you within 14 days after the meeting.

Child and Family Services Review Board (CFSRB)

If you are receiving child welfare services, you may ask the Child and Family Services Review Board at the Ministry of Children and Youth to review your complaint. In order to do so your complaint must meet one of the following criteria.

You believe that FCS Renfrew County has:

- refused to proceed with a complaint
- failed to respond to your complaint within the required time frame
- failed to comply with the complaint procedure
- not given you an opportunity to be heard regarding a decision affecting your interest or concerns about the service you received
- failed to provide you with the reasons for a decision that affects your interests
- failed to place your notice of disagreement on your case record

Your request for a review at the Child and Family Services Review Board will need to be in writing on a prescribed form available through the Child and Family Services Review Board.

To learn more call or visit their website:

Toll-free: 1-888-777-3616

Email: cfsrb@ontario.ca

www.cfsrb.ca

Office of the French Language Services Commissioner

In designated areas in Renfrew County (City of Pembroke and the Townships of Stafford and Westmeath), Francophone's have the right to be served in French by government agencies. Complaints are a direct way in which you can express your concern over a failure to provide French-language services or over the provision of poor-quality French-language services.

To learn more call or visit their website:

Toll-free: 1-866-246-5262

Email: sf-fls@ombudsman.on.ca

www.ombudsman.on.ca

Office of the Ombudsman of Ontario

The Office of the Ombudsman of Ontario has the ability to investigate matters about the services delivered by FCS Renfrew County.

To learn more call or visit their website:

Toll-free: 1-800-263-2841

Email: cy-ej@ombudsman.on.ca

www.ombudsman.on.ca

Information and Privacy Commissioner (IPC) of Ontario and Your Personal Information

The IPC is responsible for making sure that privacy laws are followed in Ontario.

If you have been receiving a service from FCS Renfrew County, you are entitled to request a copy of your records under Part X of the *Child, Youth and Family Services Act*. Unless there is a Court Order or other specific situation, we can only provide you with the information we have about you (and not others).

In order to request this information, you will need to fill out a consent form titled "Access to Records Request Form" which is available on our website. It is important to indicate what specific information you are looking for to help us fulfill your request for information as quickly as possible. If you are unsure what you are looking for, please call us and ask to speak with one of our Privacy and Disclosure Clerks who will be happy to assist you with your request.

Once we have received your signed consent form, we endeavour to complete your request for information within 30 days. However, due to the volume of requests, or the complexity of your request for information, we may require additional time. If that is the case, we will notify you in writing that we require an extension of time. The fulfillment of your request for information can only be extended for up to a maximum of 120 days past the initial date of request.

You will receive a secure link to access your material once your request has been completed. If you require a paper copy of your records, please let the Privacy and Disclosure Clerk who is completing your request know.

To contact FCS Renfrew County's Privacy and Disclosure Clerks:

(613) 735-6866

Toll-free: 1-800-267-5878

Email: inquiries@fcsrenfrew.on.ca

www.fcsrenfrew.on.ca

To learn more about your rights and the IPC, contact or visit their website:

Toll-free: 1-800-387-0073

Email: info@ipc.on.ca

www.ipc.on.ca