

## OUR COMMITMENT

Simcoe Muskoka Family Connexions is committed to providing the highest quality of service to children, youth and families.

While positive comments are always welcome, it is equally important for us to know when there is a problem. This allows us to resolve it and retain your confidence.

Feedback received from clients will be addressed in a responsible, respectful and timely manner.

WHAT ARE WE  
doing well?

WHAT COULD WE  
improve?

Your feedback helps us to improve the quality of our service.

If you would like to provide feedback to us you can email us or refer to the Feedback Form available on our website at

**familyconnexions.ca**

We appreciate your input.

## WHERE TO FIND US:

### Barrie

60 Bell Farm Road, Unit 7, L4M 5G6  
(705) 726-6587 or 1-800-461-4236

### Collingwood

186 Hurontario Street, Unit 105, L9Y 4T4  
(705) 444-9160

### Midland

741 Yonge Street, Units 7 & 8, L4R 2E1  
(705) 526-9341

### Orillia

250 West Street N, Unit 3, L3V 5C9  
(705) 325-1005 or 1-800-422-9970

The 2 locations offer integrated services in Child Protection and Child & Youth Mental Health

### Bracebridge

193 Manitoba Street, Unit 5, P1L 1S3  
(705) 645-4426

### Huntsville

81 Main Street West, P1H 1X1  
(705) 789-8866

## HOW TO CONNECT WITH US:

**1-800-461-4236**

**familyconnexions.ca**

complaints@familyconnexions.ca

f /SMFConnexions

t @SMFConnexions

ig SMFConnexions



## OUR VALUES

**C**ollaboration **A**ccountability **R**espect **E**quity



Simcoe Muskoka  
**Family Connexions**

**Connexions Familiales**  
de Simcoe Muskoka

Your Child Protection Service Provider in Simcoe and Muskoka &  
Your Child and Youth Mental Health Service Provider in Muskoka

## WE CARE About Our Service

If you have a concern,  
we are here to listen  
and help resolve it.

Safe kids. Healthy families.  
Strong communities.

## WORKING TOGETHER FOR SOLUTIONS

If you have feedback about the service you have received from our Child Welfare services, Child and Youth Mental Health program, Coordinated Service Planning program, or Youth Justice Coordinator Program, we would like to hear it.

- We want to work with you to resolve any concerns you may have. Discuss your concerns with your caseworker to resolve issues when they arise.

- If the problem cannot be resolved at this level, speak to your worker's supervisor. This can be done by telephone if you wish. You may also ask to meet with your caseworker and/or the supervisor in person. At any stage, you may choose to bring a friend or relative for support.

- If you still have concerns you will be directed to the appropriate Senior Manager, who will contact you within three business days of receiving your concerns.

- If your concerns are still not able to be resolved, the Executive Director will review your concerns. At this point you may also choose to access the agency's Internal Complaint Review Panel.

## OMBUDSMAN ONTARIO CHILDREN & YOUTH UNIT

The Ombudsman is an Officer of the Legislative Assembly of Ontario. The office promotes fairness, accountability and transparency in the public sector by resolving and investigating public complaints and systemic issues within its jurisdiction. The office can answer questions, inform young people of their rights, connect them to others who can help, take complaints and conduct investigations about services provided by Ontario children's aid societies, foster homes, group homes, secure treatment facilities or youth justice facilities. Service providers are required to inform young people that the Ombudsman's services are available to them, as well as how to contact the office.

Children's aid societies and residential licensees must also inform the Ombudsman in writing and without unreasonable delay if they learn of the death or an incident of serious bodily harm to a young person who had sought or received service within 12 months of the day the incident occurred.

If you have any concerns about yourself or someone you know that you would like to discuss with the Ombudsman, please call their office at 1-800-263-2841 or 416-325-5669 or visit their website: [www.ombudsman.on.ca](http://www.ombudsman.on.ca).

**You have the right to be safe, to be heard and to be part of all decisions about you that affect you.**

## ACCESSIBILITY FOR ALL CLIENTS

Simcoe Muskoka Family Connexions (SMFC) is committed to providing accessibility to our premises and services by meeting requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Should you have concerns about your accessibility while receiving services or interacting with our agency, we want to know. Please fill out our feedback form available on our website or email us. Please inform us if you require assistance completing the form. Alternatively, you can contact our human resources department directly at 705-726-6587 and a team member will confidentially receive your complaint verbally and document it on your behalf.

You will receive an acknowledgement of receipt of your complaint within five days. We will respond to your complaint in writing within two weeks.

## INTERNAL COMPLAINT REVIEW PANEL

The Internal Complaint Review Panel (ICRP) will review complaints by individuals that have sought or received services from SMFC. It consists of a senior manager and a service manager who have not had direct involvement with your case or complaint, as well as person external to the agency.

### Matters not reviewed by the ICRP:

- Issues that have been decided by the Court
- Policies and procedures mandated by law
- Matters that are subject to another decision-making process under the Child, Youth and Family Services Act or the Labour Relations Act
- Issues raised by a person who has not sought or received service from SMFC

If you believe your matter qualifies, please submit your complaint in writing to Organizational Excellence & Accountability, Attention: Internal Complaint Review Panel.

## THE INTERNAL COMPLAINT REVIEW PANEL PROCESS

- 1 Upon receipt of a written complaint, it will be determined if your complaint is eligible for review by the ICRP, and if eligible, you will receive written notification with a date for the ICRP within seven days. The meeting will be scheduled within 14 days of the written notice. An agency contact person will be provided to answer any questions you may have about the process.
- 2 If your complaint is not eligible for review by the ICRP, a written notification will be provided within the seven-day initial review period. You will also be given the reason(s) for the decision.
- 3 You may bring a support person(s) to the meeting.
- 4 Within 14 days of your meeting with the ICRP, the Panel will send you and the Executive Director a written summary of the results of the meeting, including any agreed upon next steps or decisions.
- 5 For Child Welfare, if your concerns are not resolved to your satisfaction, you may choose to pursue the Provincial complaint process through the Child and Family Services Review Board (CFSRB) as your next step.
- 6 The CFSRB can review some complaints or agency decisions. The CFSRB can be reached at 1-888-728-8823 or (416) 327-4673 or through its website: [www.cfsrb.ca](http://www.cfsrb.ca).

## CHILD & FAMILY SERVICES REVIEW BOARD

The purpose is to conduct independent reviews, hearings, and appears on matters affecting children, youth, and families. They can assist at resolving disputes over decisions made by a CAS, complaints about services, adoption matters and more.

## PRIVACY COMPLAINTS

If you feel that your privacy has been compromised, call or email the privacy officer at [privacy.officer@familyconnexions.ca](mailto:privacy.officer@familyconnexions.ca). If you are not satisfied with our response, you can file a complaint with the Information and Privacy Commissioner of Ontario. They can be reached [www.ipc.on.ca](http://www.ipc.on.ca).