

Our Complaint Handling Process

How to speak with someone directly regarding services that you or your family have received.



Family & Children's
Services of
St. Thomas and Elgin

Step 1 Speak to our staff

Complaints are best handled by people closest to the case, and as early as possible.

Early resolution of complaints at the informal stage is the most direct and efficient way to address concerns and our experiences have shown complaints are best worked-through at the front-line level whenever possible.

We can help arrange these conversations for you.

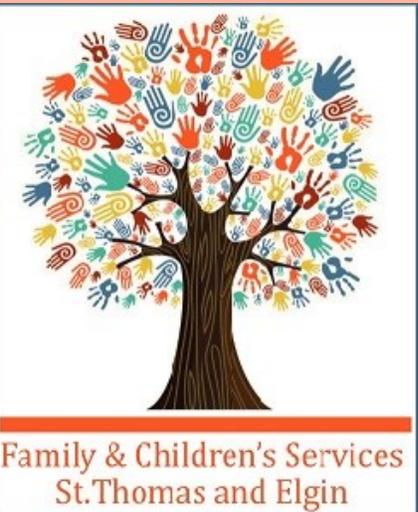
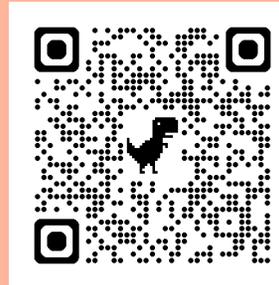
Step 2 Request an Internal Review Panel

If your concern has not been resolved to your satisfaction, you can ask for a formal review of your complaint by requesting an Internal Complaint Review Panel.

Step 3 Child & Family Services Review Board (CFSRB)

You can also make a complaint to the Child and Family Services Review Board at any time. This means that a complaint can be made directly to the Child and Family Services Review Board either before or during involvement with the Children's Aid Society's Internal Complaint Review Panel.

If you prefer to complete your request on-line, please scan this QR code to access our agency website.



Family & Children's Services
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Do you have a complaint?

While FACS of St. Thomas and Elgin strives for excellence in service, if someone is not satisfied with the service they have received and wishes to make a complaint, the agency would like to hear about the concern. The complaint process can be an opportunity for the agency to learn and develop strategies for improvement.

Step 1 Speak to our staff

Please use this form to request a meeting to discuss your concerns.

We can help arrange these conversations for you.

Date

Your First and Last Names

Your Email Address

Your Phone Number

Your Mailing Address

Please describe your concerns

What is your best hope for resolution?