



## Complaints procedure for children and youth in care, on VYSA, or RSG

As a child or youth in care or under a voluntary agreement with the agency, you have the right to speak up and ask for help if you think your rights have been violated or if you aren't getting the services you deserve. We know that this can be a bit scary, but we want to work with you to make sure that you are getting the help and support that you need in a way that makes you feel valued, heard, and respected.

If you have worries about how you are being treated or if your rights as a child in care have been violated, this is what you can do and what you can expect from the agency:

1. You can share your worries with your worker, or their manager (if your complaint is about your worker). That person will try to give you the help you need. They will write down your concern, what you talked about in your file, and anything that happened to make things feel better for you.
2. If talking to your worker or their manager doesn't help, you can share your worries or concerns with the Director of Service, or the Executive Director. You can call them, meet with them, or send them something in writing.
3. If you want somebody to help you talk about your worries or complaint, you can ask for help from a support person. This is somebody who you choose, such as your resource person, adult ally, or somebody from your cultural or religious community, who you trust and who can walk alongside you while we try to work things out. If you are Indigenous, we will offer to invite somebody from your community or Band.
4. After you tell somebody about your worry, somebody will get in touch to you within one (1) business day to talk about what could happen next. It won't be the person that you are complaining about.
5. Once we receive your complaint, we will offer to meet with you (and your support person if you choose) within seven (7) days. The person you are complaining about won't be a part of that meeting unless you ask for them to be there. We'll try to do whatever we can to make sure that you have what you need to attend the meeting.

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### CONTACT US

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6. The agency might need some time to go through your worries. We should be able to do that within fifteen (15) days, but sometimes it will take a bit longer to get all of the information we need. We will keep updating you every 15 days until we have all of the information, but you can ask for an update whenever you want.
7. Within seven (7) days of getting all of the information we need to better understand your complaint, we will meet with you (and your support person if you want) to talk about everything we learned. We will talk about what can be done to better meet your needs in the future.
8. If your complaint is about somebody specific, the person reviewing your complaint will meet separately with that person to talk about your worries. You won't be asked to be a part of that meeting.
9. All of the things that are learned, talked about, and decided will be written down in your file at the agency because it is important. You can ask to see what is being written down.
10. At any time while we are trying to help you with your complaint, you have the right to change your mind. You can tell whoever you have been meeting with, or your worker that you don't want to continue.
11. We know that sometimes this still might not help. If you don't think that you have been heard or that your complaint has been solved, these are some of the other things that you can do:
  - a. Ask for an "Internal Complaint Review" by filling out a complaint form on our website – [www.fcsgw.org](http://www.fcsgw.org)
  - b. Call the Ontario Ombudsman at **1-800-263-2841** or [www.ombudsman.on.ca](http://www.ombudsman.on.ca)
  - c. Call the Office of the Children's Lawyer (OCL) at **416-314-8000**
  - d. Contact the Child and Family Services Review Board at **1-888-777-3616** or [www.sjto.gov.on.ca/cfsrb](http://www.sjto.gov.on.ca/cfsrb)
  - e. Talk to the Residential Placement Advisory Committee (RPAC) at **519-749-2932**
  - f. Call the Information and Privacy Commissioner (IPC) at **1-800-387-0073** if you think that information is being shared about you when it shouldn't.

**We know that speaking up can be scary, but we are here to help!**