



# Request for Review of Children's Aid Society Child and Family Services Review Board Application

*Child and Family Services Act – Section 68*

## IMPORTANT NOTICE

***Please read the following information before completing this application form.***

**You may make a complaint about a children's aid society to the Child and Family Services Review Board**

- once you have completed the children's aid society's internal complaint review procedure; or
- at any time during the children's aid society's internal complaint review procedure; or
- directly without going through the children's aid society's internal complaint review procedure

**if you believe:**

- 1) that the children's aid society has refused to proceed with your complaint;
- 2) that the children's aid society has failed to respond to your complaint within the timeframes required by regulation;
- 3) that the children's aid society has failed to comply with the complaint review procedure or with any other procedural requirement under the *Child and Family Services Act* relating to the review of complaints;
- 4) that the children's aid society has failed to comply with clause 2(2)(a) of the *Child and Family Services Act* which states, "Service providers shall ensure that children and their parents have an opportunity where appropriate to be heard and represented when decisions affecting their interests are made and to be heard when they have concerns about the services they are receiving;"
- 5) that the children's aid society has failed to provide you with reasons for a decision and this affects your interests;
- 6) that the children's aid society has inaccurately recorded something on your file or record and this has not been resolved through the children's aid society's internal complaint review procedure\*;

\*Note: This complaint can only be made to the Child and Family Services Review Board after it has been reviewed through the children's aid society's internal complaint review procedure.

**The Child and Family Services Review Board cannot review a complaint if the complaint is about:**

- 1) an issue that has been decided by the court or is before the court; or
- 2) an issue that falls under another decision-making process under the *Child and Family Services Act* or the *Labour Relations Act*.

## Instructions

1. Please complete all fields as specified;
2. Sign and date form at the bottom;
3. Fax or mail or deliver the form to the address below:  
Social Justice Tribunals Ontario  
Child and Family Services Review Board  
1075 Bay Street, 7<sup>th</sup> Floor  
Toronto ON M5S 2B1  
Telephone: 416 327-4673 or Toll Free: 1 888 728-8823  
Fax to: 416 327-0558

**1. General Information**

Last Name		First Name	
Address (Number and Street)		Suite/Unit/Apt.	City/Town
Province	Postal Code	Telephone Number (Day) (    )	Telephone Number (Evening) (    )

**2. Child Information**

Child's Last Name		First Name	Middle Name
Child's Date of Birth (yyyy/mm/dd)	Child's Band or Native Community (if applicable)		

**3. Please state your reason for making a complaint to the Child and Family Services Review Board by checking one of the items below.**

**You may make a complaint about a children's aid society to the Child and Family Services Review Board if you believe:**

- that the children's aid society has refused to proceed with your complaint;
- that the children's aid society has failed to respond to your complaint within the timeframes required by regulation;
- that the children's aid society has failed to comply with the complaint review procedure or with any other procedural requirement under the *Child and Family Services Act* relating to the review of complaints;
- that the children's aid society has failed to comply with clause 2(2)(a) of the *Child and Family Services Act* which states, "Service providers shall ensure that children and their parents have an opportunity where appropriate to be heard and represented when decisions affecting their interests are made and to be heard when they have concerns about the services they are receiving."
- that the children's aid society has failed to provide you with reasons for a decision and this affects your interests.
- that the children's aid society has inaccurately recorded something on your file or record and this has not been resolved through the children's aid society's internal complaint review procedure \*;

\* Note: This complaint can only be made to the Child and Family Services Review Board after it has been reviewed through the children's aid society's internal complaint review procedure.

**Please use the space below to explain your complaint in detail. Be as specific as possible. Attach additional pages if necessary.**

**4. Which children's aid society is involved in your complaint?**

Children's Aid Society Name \_\_\_\_\_

Children's Aid Society Address (Number and Street) \_\_\_\_\_

Suite/Unit/Apt. \_\_\_\_\_

City/Town \_\_\_\_\_

Province \_\_\_\_\_

Postal Code \_\_\_\_\_

Children's Aid Society Telephone Number

(      )

**5. Have you made a complaint to the children's aid society about this matter?** Yes       No

If "Yes" and if you have met with the society's internal complaint review panel, please attach a copy of the results letter you received after you met with the panel.

 Children's Aid Society internal complaint review panel results letter attached**6. Has the matter you wish to have reviewed by the Child and Family Services Review Board been previously dealt with in the court?** Yes       No**7. Is the matter you wish to have reviewed by the Child and Family Services Review Board currently before the court?** Yes       No**8. If your application is eligible for review by the Child and Family Services Review Board, a hearing may be held. Will you need any of the following services at a hearing?**

- Interpreter       No       Yes      Language \_\_\_\_\_      Dialect \_\_\_\_\_
- Sign Language Interpreter       No       Yes
- Wheelchair Access       No       Yes
- Other (Please specify) \_\_\_\_\_

**9. Signature of Applicant (Note: This form must be signed)**

Signature \_\_\_\_\_

Date (yyyy/mm/dd) \_\_\_\_\_

**Notice Regarding the Collection of Personal Information**  
(Freedom of Information and Protection of Privacy Act)

The Child and Family Services Review Board collects the personal information requested on this form for the purpose of conducting a review, under the legal authority of Section 68 of the *Child and Family Services Act*. It could be shared with participants if a hearing is held. If you have any questions, please contact a Case Coordinator with the Child and Family Services Review Board at 416 327-4673.

The Child and Family Services Review Board does not have the authority to review all children's aid society decisions. The Child and Family Services Review Board will advise you in writing of the reasons if your application cannot be reviewed.

**FOR OFFICE USE ONLY**

File Number \_\_\_\_\_

Date Application Received by the CFSRB \_\_\_\_\_