

CHILD, YOUTH & FAMILY FOCUSED FEEDBACK & COMPLAINT PROCEDURE

If you want to share what your experience has been during your interaction and work with a CKCS team member you can:

- Talk with your worker
- Talk with your worker's boss
- Ask to have a Family Engagement meeting that includes anyone that supports you in a healthy way
- Fill out a complaint form in writing or on-line (*you can ask any CKCS staff how to access these*)
- Reach out to the Ontario Child Advocate to help you by calling 416-325-5669 or 1-800-263-2841

CHATHAM-KENT CHILDREN'S SERVICES

495 Grand Avenue West
Chatham, ON N7L 1C5

CONTACT US

Main Contact Line | 519-352-0440 |
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WORKING WITH CKCS

YOUR RIGHTS

For the Voices of Every Child and Youth

Together with our community, CKCS
CREATES:

Collaboration
Respect
Equality
Accountability
Trust
Empowerment of families
Support

YOU MATTER

All children and youth matter. All children and youth need to be safe, loved, belong with their loved ones in a safe home, culture, faith and community.

● YOUR SAFETY, HEALTH, WELLBEING AND HAPPINESS

Your body, your mind and your heart are three of the most important things about you. Your safety is the first priority and when you are safe, other things you may need help with are easier to work on making happier and healthier for you and your loved ones.

● YOUR FAMILY, LOVED ONES & CKCS-CHILDREN'S AID SOCIETY

You have the right for your family, loved ones and Chatham-Kent Children's Services to work together for you and with you. We must all make a positive plan to keep you safe, happy and healthy and commit to doing this in our most kind, creative and helpful ways.

YOUR RIGHTS

WORKING TOGETHER WITH CKCS

- You have the right to know why the Children's Aid Society is involved with you and your family.
- You have the right to tell the adults working with you what you are worried about, what works well in your family life and what you think needs to happen next.
- You have the right to tell the adults in your life who the people are that you love, trust and feel safe with.
- You have the right to talk to the adults working with you about why decisions that make changes for you and your family life are being made.

QUESTIONS, WORRIES, COMPLAINTS

- You have a right to know that all children and youth have rights under Canadian law.
- You have the right to ask questions, to share your thoughts and opinions.
- You have the right to be spoken to with respect and have things explained to you in the best way for you to understand

