

# Ombudsman Ontario

## Ontario's Watchdog

- [Home](#)
- [Contact Us](#)
- [Site Guide](#)
- [Français](#)
- [Resize Text](#)
- [Small](#)
- [Medium](#)
- [Large](#)

Search 

## Complaint Form

### Review and Submit

Please review the information you have provided. If you would like to change your contact or complaint information, please use the green "Back" button below. Using the back button on your browser may reset the form.

If you would like to print or email a copy of your complaint for your records, please use the "Print" or "Email" buttons below, BEFORE you submit your complaint. Once you click on "Submit," your complaint form will be sent and you will not be able to access it.

If you are ready to submit your complaint, click the "Submit" button below and it will be sent to us automatically. Please ensure you have filled in all the relevant information, including how we may contact you, before clicking "Submit."

 **PRINT**  Check this box if you would like a copy of your complaint sent to you via email. Please ensure that the email address provided with your complaint is valid.

### Complaint Type

General Complaint

### Name

John Dunn

### Address

12-1160 Meadowlands Drive East  
Ottawa  
ON  
K2E 6J2

**Phone**

613-220-1039 (Cell)

**Alternate phone**

N/A ()

**Fax**

N/A

**Email**

[johndunn@afterfostercare.ca](mailto:johndunn@afterfostercare.ca)

**Best time to contact**

Phone Morning Afternoon

Email

**What government organization or agency is your question or complaint about? (Please identify by name)**

Ministry of Children and Youth Services

**Who have you dealt with in this organization with respect to your complaint?**

The executive assistant (Angela?) of the Huron Perth Children's Aid Society who answered the phone acting as the Ministry Executive Office after the Ministry "Take over" of the Huron Perth CAS.

**Please summarize the matter you are complaining about and include any relevant dates.**

(Angela?) answered the phone with "Ministry Supervisors Office" referring to the Ministry of Children and Youth Services. I requested a copy of the agencies Policy and Procedures Manual and was refused. The Ministry representative claimed the Manual is not governed by FIPPA which is not true at this time because the Ministry now runs the organization. I also asked her name and she did not provide it but instead asked me my name. She should at least inform inquiring citizens of the existence of FIPPA and how to request access to information as opposed to stating that the records are internal and not accessible to the public.

**Summarize what steps you have taken to try and resolve your complaint including any grievance, appeals and/or requests for reconsideration you have submitted and what response you received.**

I attempted to discuss the matter with her however she refused to concede. I have a recording and was not told of any appeal procedures. You can listen to the conversation at the following URL: <http://www.archive.org/details/HuronPerthCas-ExecutiveOffice-Angela-FailingToAcknowledgeFippas>

**If you have received a final decision on an appeal or request for review or reconsideration of your**

**complaint, please indicate what the result was and why you feel this was unfair.**

The result appears to be that the position of the Ministry rep is that a person can not request a document from the Ministry under fippa or any other means without offering any other solution or alternate method, or appeal of her decision. The conversation can be heard at <http://www.archive.org/details/HuronPerthCas-ExecutiveOffice-Angela-FailingToAcknowledgeFippas>

**If you consider the matter urgent, please explain why.**

This is a very time sensitive matter because the Ministry will only "run" the society for a short period of time. Also A SORT team should be created on this agency in connection with any complaints which have been received by the Ombudsman about this agency in the past.

If you are ready to submit your complaint, click the "Submit" button below and it will be sent to us automatically. Please ensure you have filled in all the relevant information, including how we may contact you, before clicking "Submit."

If you have any questions, you may contact the Ombudsman's Office at 1-800-263-1830 or by email at [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca) .



- [Complaint Form](#)
- [Who We Oversee](#)
- [How We Work](#)
- [Print This Page](#)
- [Email This Page](#)

All Contents © 2008, Ombudsman Ontario. All Rights Reserved.