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February 16, 2023

Melanie Grillo
32 Oaktree Dr, Caledonia, Ontario,
N3W 0E6

SENT BY EMAIL: mel_grillo@hotmail.com

Dear Ms. Melanie Grillo,

Mr. Newton initiated an Internal Complaints Review in December 2022. Every Children's Aid Society has an Internal Complaints Review Panel process, in accordance with s.119 of the Child, Youth and Family Services Act, to address the written complaints of people receiving service.

As a part of an Internal Complaints Review process, a Panel is appointed by the Society's Executive Director and includes a Director of Service, other staff as required, and a person who is external to the Society; the external member may be a member of the Society's Board of Directors. The Panel is comprised of members who have not had any direct involvement with the complaint being reviewed. The panel included: Leslie Thomas, Director of Service and Chair of the Panel, Chantal Pepper, Manager, Dawn Veino, Protection Manager, and Craig Mannell, CFSGE Board Director.

During this process, the Panel completed a review of the complaint and facilitated a meeting with the individual initiating the complaint. The Panel met with Mr. Newton on January 24th, 2023. The Panel reviewed all internal documentation regarding Mr. Newton's complaint as well as the information utilized to support the verification outcome.

*As a result of the review, the Panel **recommended** that the outcome of the child protection investigation has been revised from verified to inconclusive. The Panel also recommended a review of the access plan. The access arrangements are outlined in the CLRA proceedings and CFSGE will support the review of the access plan in conjunction with the CLRA order.*

Should you have additional questions about the process please follow up with your assigned worker who will be able to redirect you as needed.

Sincerely,

Leslie Thomas
Director of Service, ICRP Chair