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February 16, 2023

Adam Newton
[REDACTED]

Port Dover, ON N0A 1N7

Sent By Email: [REDACTED]

Dear Mr. Newton,

This letter is in follow up to the Internal Complaints Review initiated by you 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 you on January 24th, 2023. The Panel reviewed all internal documentation regarding your complaint as well as the information utilized to support the verification outcome. The Panel considered the timing and content of the recording, the validity of the recording, the child's description of the alleged abuse during the initial interviews with the Society and police, and her ongoing defecation/toileting issues. The Panel noted the custody conflict between the parents and the potential for coaching after the alleged incident.

*As a result of the review, the Panel **determined** 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