



## COMPLAINT FORM: CHILDREN AND YOUTH

Please use this form to file a complaint regarding services to children and youth in care, or an Ontario child protection agency. Forms can be emailed to [cy-ej@ombudsman.on.ca](mailto:cy-ej@ombudsman.on.ca) or mailed to the Ombudsman's Children and Youth Unit, 401 Bay Street, Suite 2200, Toronto, Ontario, M7A 0A6.

**If you have a complaint or you need help resolving a problem, please contact us:**

**416-325-5669 (in Toronto) 1-800-263-2841 (toll-free)**

**\* Indicates a required field**

**\* Name:**

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**\* How can we get in touch with you?**

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**Your email:**

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**Your phone number:**

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\* **What is your complaint or problem about?**

**We are open Monday to Friday, 9 a.m. to 4:30 p.m. EST.** If you are a young person, we will do our best to respond to your call or inquiry within one business day. Your information will be kept confidential and private.

We cannot provide immediate crisis response. If you need someone to talk to right away, you have options:

Kids Help Phone is Canada's only national 24-hour, bilingual and anonymous phone counselling, web counselling and referral service for children and youth. Call 1-800-668-6868.

If you are over 18, call 311 and ask to be directed to the crisis line in your community.