



## Client Complaint Process Contact List for Client Complaints

KidsAbility Director of Client Services and Director of Autism  
KidsAbility, Centre for Child Development  
500 Hallmark Dr., Waterloo ON N2K 3P5  
519-886-8886, toll free at 1-888-372-2259  
Website [www.kidsability.ca](http://www.kidsability.ca) ; [info@kidsability.ca](mailto:info@kidsability.ca)

- If at any time, the complainant would like to talk to someone outside of KidsAbility who is responsible for what KidsAbility does, they can call the relevant government program:

Ministry of Children and Youth Services funded programs:

Program Supervisor  
Ministry of Children and Youth Services, Central West Region  
6233 Mississauga Rd, Suite 200  
Mississauga, Ontario L5N6J5  
Telephone: 1-877-832-2818

Regional Municipality of Waterloo funded programs:

Manager, Infant and Child Development and Special Needs Resourcing  
Regional Municipality of Waterloo  
99 Regina Street South, Waterloo, Ontario, N2J 4G6  
519-883-2111 Ext. 5419

County of Wellington funded programs contact:

Director, Child Care Services  
County of Wellington  
21 Douglas Street, Guelph, Ontario N1H 2S7  
519-837-3620 Ext. 3970

ErinoakKids funded programs contact:

Director of Client Services,  
ErinoakKids,  
2695 North Sheridan Way, Suite 120,  
Mississauga, Ontario  
L5K 2N6  
905-491-4310

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## Contact List for Complaints Related to Privacy

If the complaint is related to a breach of privacy or a client/family member would like additional information about our privacy practices they may directly contact KidsAbility's appointed Privacy Officer.

[Link to KidsAbility Privacy Officer](#)

### **Privacy Officer**

KidsAbility, Centre for Child Development

500 Hallmark Dr., Waterloo ON N2K 3P5

519-886-8886 (ext. 1357)

toll free at 1-888-372-2259

Website [www.kidsability.ca](http://www.kidsability.ca) ; [privacy@kidsability.ca](mailto:privacy@kidsability.ca)

Any individual has the right to complain to the Information and Privacy Commissioner of Ontario if they feel their rights for privacy of information have been violated. The Commissioner can be reached at:

[Link to Information and Privacy Commissioner Ontario](#)

### **Information and Privacy Commissioner/ Ontario**

1400-2 Bloor St East, Toronto ON M4W 1A8

416-326-3333, toll free at 1-800-387-0073

website [www.ipc.on.ca](http://www.ipc.on.ca) ; [info@ipc.on.ca](mailto:info@ipc.on.ca)