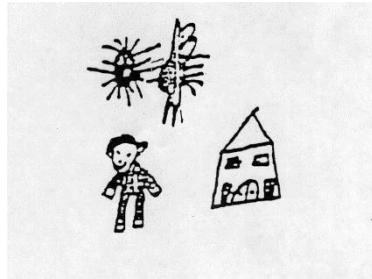


Devonshire Child Care Centre



Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: September 2017

Date Policy and Procedures Updated: March 2018

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their child(ren) are experiencing with our program staff. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage with parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parent/guardian are taken seriously by Devonshire Child Care Centre and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Where parent/guardian feel that policies are not being followed, the Director or Assistant Director is to be notified first either verbally or in writing as soon as parent/guardian become aware of the situation. The Director will respond to the initial notification within 3 business days. If the Director is unavailable to respond within the 3 business days, the Assistant Director will respond in lieu. The agency ensures the availability of the Parent Issues/Concerns Form on our website www.devonshireccc.ca

A complaint cannot be file on behalf of another person, unless it is in the name of a child. The complainant is required to identify himself; no anonymous issues/concerns will be considered. The designated person who receives the issues/concerns reassures him or her of the confidentiality of the issues/concerns. Only those directly involved will be informed of the issues/concerns.

If the initial outcome of the response is unsatisfactory, the parent/guardian must then formally state their grievance in writing to the Director. The Director will then respond in writing within 3 business days.

If the outcome of the second response is still unsatisfactory, the parent/guardian involved may approach the Board of Directors by providing the Board with proof of the second notification to the Director. A letter of explanation from the parent/guardian must be sent to the Board of Directors at least one week in advance of the meeting. The Board will then review the matter and as necessary, arrange for statements from the parties involved and will respond in writing within 2 weeks.

If the grievance is not resolved in the two (2) weeks following the Board meeting, the parent/guardian has the right to request a special meeting of the Board of Directors. The Board of Directors will schedule a special meeting within a month of receiving the request.

At this meeting a decision will be made and all parties concerned will be notified, in writing of the decision.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Confidentiality

Every issue and concern will be treated in confidentiality and every effort will be made to protect the privacy of parents/guardians, children, staff, students and volunteers, except when information must be disclosed for legal reasons (e.g. to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children's Aid Society).

Conduct

Our centre maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or licensee.

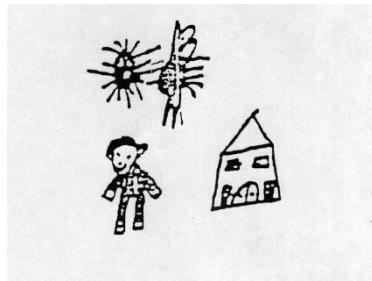
Concerns about the Suspected Abuse or Neglect of a Child

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the local Children's Aid Society (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the *Child and Family Services Act*.

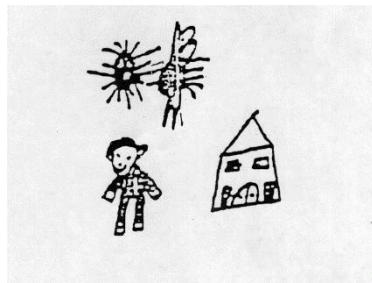
Devonshire Child Care Centre



Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
Program Room-Related E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the classroom staff directly or - the Director/Assistant Director 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised or - arrange for a meeting with the parent/guardian within 3 business days. <p>Document the issues/concerns in detail using the Parent/Guardian Issues/Concern form</p> <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p>
General, Centre- or Operations-Related E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the Director/Assistant Director 	<p>The investigation of the issue/concern will be initiated by the Director within 3 business days or as soon as reasonably possible thereafter.</p> <p>Reasons for delays will be documented in writing.</p>
Staff-, Assistant-Director-, and/or Licensee-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the individual directly or - the Director/Assistant Director <p>All issues or concerns about the conduct of staff, etc. that puts a child's health, safety and well-being at risk should be reported to the Director as soon as parent/guardian become aware of the situation.</p>	Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the staff responsible for supervising the volunteer or student or - the Director/Assistant Director <p>All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the Director as soon as parent/guardian become aware of the situation.</p>	

Devonshire Child Care Centre



Parent Issues/Concerns form

Date & time Issue received: _____

Name of staff who received issue/concern: _____

Name of person reporting the issue/concern: _____

Details of issue/concern: _____

Steps taken to resolve the issue/concern and/or information give to the parent/guardian regarding next steps or referral:

Contact information of person for further referral (Director/Board contact): _____

Resolution/outcome: _____

Reasons for delays in responding to concerns, if any: _____
