



## **Parent Issues and Concerns Policy and Procedures**

Name of Child Care Centre: Brason Academy Montessori School

Date Policy and Procedures Established: 15 August 2017

Date Policy and Procedures Updated: [Click here to enter text.](#)

### **Purpose**

The purpose of this policy is to provide a transparent process for parents/guardians, the child care licensee and staff to use when parents/guardians bring forward issues/concerns.

### **Definitions**

*Licensee:* The operator licensed by the Ministry of Education responsible for the operation and management of each child care centre it operates

*Staff:* Individual employed by the licensee (e.g. program room staff).

### **Policy**

General 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. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, childcare providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff is available to engage parents/guardians in conversations and support a positive experience during every interaction. All issues and concerns raised by parents/guardians are taken seriously by all staff members 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. Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent/guardian will respect and maintain the confidentiality of all parties involved. *An initial response to an issue or concern will be provided to parents/guardians within 5 business day(s).* The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

## **Confidentiality**

Every issue and concern will be treated confidentially 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.

## **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*. For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

## **Procedures**

<b>Nature of Issue or Concern</b>	<b>Steps for Parent and/or Guardian to Report Issue/ Concern:</b>	<b>Steps for Staff and/or Licensee in Responding to the Issues/ Concerns:</b>
<p>Program related</p> <p>E.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc</p> <p>General, School or Operations-Related</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, etc</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the classroom staff directly. If the issue or concern cannot be resolved by the classroom staff then please speak to the supervisor</li> </ul> <p>Raise the issue or concern to the supervisor.</p>	<ul style="list-style-type: none"> <li>- Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within 5 business days.</li> </ul> <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> <li>- the date and time the issue/ concern was received;</li> <li>- the name of the person who received the issue/concern and the name of the person reporting the issue/concern;</li> <li>- the details of the issue/concern; and</li> <li>- any steps taken to resolve the issue/concern</li> </ul> <p>and/or information given to the parent/guardian regarding next steps or referral.</p>
<p>Staff, volunteer, student, parent, Supervisor, and/ or Licensee-Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> <li>- the individual directly <i>or</i></li> <li>- the supervisor or licensee.</li> </ul> <p>All issues or concerns about the conduct of staff, parents, etc. that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the issue/concern.</p>	<p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 5 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the concern.</p>

**Escalation of Issues or Concerns:** Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the licensee.