

	POLICY TITLE		CATEGORY
	Parent Issues and Concerns (Child Care Centres)		Programs
	APPROVING BODY OR POSITION		APPROVAL DATE
	Director, Programs		July 2017
	PRIMARY LEGISLATION / REGULATION REFERENCE(S)		
	Child Care and Early Years Act, 2014 (CCEYA)		

POLICY

Family Day Care Services strives to ensure that each family's child care experience with the agency is a positive one and that the parent's and child(ren)'s needs are met. When a parent / guardian has an issue or concern the agency uses the following process to ensure that the issue or concern is handled fairly and consistently throughout the agency in a timely manner.

PURPOSE

The purpose of this policy is to outline the process that Family Day uses to address parent/guardian issues or concerns in a transparent, timely, fair and consistent manner.

SCOPE

This policy, its principles and practices, applies to all Family Day Educators, Students and Volunteers.

PROCEDURES

• GENERAL

1. 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, child care providers and Educator, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our Educators are available to engage parents/guardians in conversations and support a positive experience during every interaction.
2. All issues and concerns raised by parents/guardians are taken seriously by Family Day 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.
3. 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
4. An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.
5. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Every effort will be made to resolve any issue / concern with the Centre Supervisor or Program Manager/Assistant Program Manager. The person who raised the issue will be contacted, the issue / concern will be reviewed and the agency will outline the findings and will explain how the agency proposes to resolve the issue/ concern to the mutual satisfaction of both parties whenever possible.

- **ESCALATION OF ISSUES OR CONCERNS**

Where parents / guardians are not satisfied with the response or outcome of the issue / concern, they may escalate the issue or concern to the Program Manager or Assistant Program Manager who will review the issue or concern and how it has been handled thus far and will respond within 3 business days

If the issue or concern is not resolved to the satisfaction of the parent/guardian at this point, it may escalate to the Director, Programs who will review the issue or concern and how it has been handled thus far and will respond within 3 business days

If the issue or concern is not resolved to the satisfaction of the parent/guardian at this point, it may escalate to the Chief Executive Officer (CEO) who will review the issue or concern and how it has been handled thus far and respond within 3 business days. The decision of the CEO is final.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 must be reported to the Ministry of Education's Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

- **CONCERNS ABOUT THE SUSPECTED ABUSE OR NEGLECT OF A CHILD**

Everyone, including members of the public and professionals who work closely with children are 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.