

Client Complaint Policy and Procedures

Silver Creek Centre for Early Learning & Development

Date Policy and Procedures Established: August 2017

Date Policy and Procedures Updated: xx

Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, Silver Creek Pre-School and staff to use when parents/guardians bring forward issues/concerns.

Policy

General

Parents/guardians are encouraged to take an active role in our specialized, therapeutic pre-school and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, positive and responsive interactions among the children, parents/guardians, Silver Creek professionals and support staff are of paramount importance. Fostering the engagement of and ongoing communication with parents/guardians about the program and their children occur in numerous ways at Silver Creek. Our staff are available to engage parents/guardians in conversations on-site, by appointment, via email or phone. Additionally, goal setting occurs with families within the first 6 weeks of the school year, and a learning outcomes binder of children's activities is sent home monthly.

All issues and concerns raised by parents/guardians are taken seriously by Silver Creek 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.

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 five business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Our goal is to resolve most issues at the first point of contact.

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 Executive Director.

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/childrensaidthereportingabuse/index.aspx>

Procedures

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Executive Director/Board of Directors in responding to issue/concern:
<p>Program Room-Related</p> <p>E.g: schedule, toilet training, indoor/outdoor program activities, feeding arrangements, misplaced boots, hat, etc</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom Teacher(s) directly or Therapist if it is a feeding issue 	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised <p>or</p> <ul style="list-style-type: none"> - arrange for a meeting with the parent/guardian within five (5) business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>General, Centre- 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"> - the Executive Director <p>- If regarding payments, please speak to the office bookkeeper who has sent the invoice</p>	<ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
<p>Staff member, or management(Executive Director; BOD)</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly or - Executive Director/Board of Directors <p>All issues or concerns about the conduct of staff, or management that puts a child's health, safety and well-being at risk should be reported to the Executive Director as soon as parents/guardians become aware of the situation.</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 five business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p>
<p>Student- / Volunteer- Related</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the classroom teachers responsible for supervising the volunteer or student or - the Teacher Supervisor or Executive 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 Executive Director as soon as parents/guardians become aware of the situation.</p>	<p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/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 Executive Director. If the concern is about the Executive Director, the issue may be escalated directly to the Silver Creek Board of Director's President. The contact information is available through the office of Silver Creek.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 should 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, College of Physiotherapists, Occupational Therapists, Speech and Language of Ontario, etc) where appropriate.

Contacts:

Executive Director: Susan Kawa susan@silvercreekpreschool.com; 416 2499770

President, Silver Creek Board of Directors: Colette Lafreniere-Pividori

Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca

Our expectation is that we will be able to resolve the issue(s) at the first point of contact. Please note that it is not always possible to ensure that a client/parent or guardian is satisfied with the outcome of a complaint. Silver Creek Centre is bound by policy and legislative requirements by the Ministry of Education, Early Learning Division, and Toronto Children Services. As well our professional staff must comply with regulatory bodies of their respective Colleges.

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each child care centre or home child care agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

