

DOC. ID# 2.01.01	PARENT ISSUES AND CONCERNS	CREATED: AUG 30, 2017
REVISION # .01	PREPARED BY: TARA ROSS	DATE EFFECTIVE: SEPT. 1, 2017
APPROVED BY CARRIE HORN		DATE APPROVED: Nov. 2021

Parent Issues and Concerns Policy and Procedures

Purpose

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

Definitions

Licensee: Hamilton Wentworth Catholic Child Care Centres (HWCCCC) is responsible for the operation and management of each child care centre it operates

Educator: Individual employed by HWCCCC

Policy

General

Parents/guardians are encouraged to take an active role in our child care centres and regularly discuss what their child(ren) are experiencing with our educators. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and educators, 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.

All issues and concerns raised by parents/guardians are taken seriously and will be followed up in a timely manner. 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 1 business day. 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, educators, 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 organization 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, or educator feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to our management team.

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 Educator and/or Licensee in responding to issue/concern:
Program-Related E.g: schedule, toilet training, indoor/outdoor program activities, menus, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - Classroom Educator or - the Pedagogical Lead 	<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 1 business days. - Provide contact information for the appropriate person if the person being notified is unable to address the matter. - Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days <p>Document the issues/concerns in detail.</p> <p>Daily Journal 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 raised the issue/concern; - the name of the person who received 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>Complaint Escalation Form: If the in-class educator or Centre Lead is unable to deal with the concern/issue they should complete a Complaint Escalation form (Inclusive of all information above) and email it to the appropriate member of the management team. A copy of the form should be included in the child's file, and a notation placed in the daily journal.</p> <p>Concern/Dispute resolution forms must be completed for all incidents that need to be escalated, a copy of the resolution form will be offered to the parents and placed in the child's file.</p>
General, Agency- or Operations-Related E.g: fees, placement, etc.	Raise the issue or concern to: <ul style="list-style-type: none"> - the Operational Lead or - Director of Program Development 	
Staff-and/or Licensee-Related E.g: conduct of provider, agency head office staff, etc.	Raise the issue or concern to <ul style="list-style-type: none"> - the Operational Lead or - Director of Program Development <p>All issues or concerns about the conduct of the provider or educator that puts a child's health, safety and well-being at risk should be reported to the Director of Program Development as soon as parents/guardians become aware of the situation.</p>	
Related to Other Persons Premises E.g: Other Parents or contractor	Raise the issue or concern to: <ul style="list-style-type: none"> - the Operational Lead or - Director of Program Development 	
Student- / Volunteer-Related	Raise the issue or concern to <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student or - the Operational/Pedagogical Lead <p>Note: All issues or concerns about the conduct of students/volunteers that puts a child's health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</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 Executive Director or Board of Directors.

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.

Contacts:

Site Operational Lead:

Director of Program Development, Gayle Reece: (905)525-2268 ext.1713 or gayle.reece@hwcdsb.ca

Executive Director, Carrie Horn: (905)525-2268 ext.3285 or carrie.horn@hwcdsb.ca

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



Daily Journal Complaint Form

Date & Time Issue/Concern Received:	
Name of Person Who Took Initial Complaint:	
Name of Person Who Raised the Issue/Concern:	
Details of the Issue:	
Step Taken to Resolve Issue: <ul style="list-style-type: none">• Information given?• Referred to?• Verbally informed Lead?	
Signature:	Date:



Complaint Escalation Form

Step 1: To be completed by individual who is escalating the complaint

Complaint Referred to:	Date Complaint Referred:
Referred By:	Complaint made by:
Details of the Issue:	
Steps taken prior to referral: <ul style="list-style-type: none"> Who received initial complaint? Information given? Which educators were involved? Referred to? What follow-up has been done? Solutions recommended? 	
Signature:	Date:
Step 2: Completed by Manager/Director:	
Complaint Point Person:	Date Complaint Received:
Date of Initial Contact with Complainant (if longer than 24 hours please indicate why):	Date of Sit Down Meeting (if required):
Details of Initial Contact or Meeting:	
Signature:	Date:

Copy Placed in Childs File



Complaint Resolution Form

Person/People Involved in Resolution	
Actions Taken by HWCCCC to Address Concern:	
Outcomes/Follow-up Required:	
Step Taken to Avoid Reoccurrence of Issue (if applicable):	
Signature:	Date:

Copy Placed in Childs File

Copy Given to Parent