



## **PARENTAL ISSUES AND CONCERNS**

The purpose of this policy is to provide a transparent process for parents/guardians, MLCP and staff to use when parents/guardians bring forward issues/concerns. Parental concerns will be taken seriously and addressed within the shortest time frame.

We ask that parents confidently bring their issues to our attention so resolution and understanding allow positive movement forward.

We suggest that if the issue concerns a student - addressing the concerns with the classroom teacher - if a positive conclusion cannot be reached, please bring the issue verbally or documented to the office. After discussion with, recognition of, and understanding from all involved a mutually agreeable resolution can be decided upon.

We suggest that if the issue concerns a staff member - please bring the concerns to the office where again, discussion, information gathering and resolutions can be discussed.

Where immediate attention cannot be attributed - MLCP commits to a 24 hour maximum of recognition and discussion of the concern.

Staff are expected to be courteous, respectful and supportive at all times.

Discussion about students or classroom management should take place with the classroom teacher first. Conversations with parents about students must be discussed with the Head Teacher prior to or as soon after as possible. If resolution is not achieved, the conversation should move to administration assistance for with any conversation is always an option.

**IMPLEMENTATION** managed through regular review and discussion.

**COMPLIANCE** is monitored through discussion, review and support - achieving a positive outcome for moving forward.

Parents/guardians are encouraged to take an active role in MLCP 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 staff, and foster the



engagement of and ongoing communication with parents/guardians about the program and their children. Our staff 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 by both front line staff and administration 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. 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** - MLCP 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 Principal, Vice-Principal or appropriate authorities.

**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>

**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 office/the Ministry.

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, Ontario College of Teachers, College of Social Workers etc.) where appropriate.



### **Nature of Issue or Concern - Program Room Related**

(e.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.)

#### **Steps for Parent and/or Guardian to Report Issue/Concern:**

Raise the issue or concern to the classroom staff directly **or** the Principal or Vice-Principal.

#### **Steps for Staff and/or Licensee in responding to issue/concern:**

Address the issue/concern at the time it is raised **or** arrange for a meeting with the parent/guardian within two business days but preferably within 24 hours. Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person reporting the issue/concern;
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- the name of the person who received the issue/concern;
- the details of the issue/concern; and

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 two business days but preferably within 24 hours or as soon as reasonably possible thereafter. Document reasons for delays in writing.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

### **Nature of Issue or Concern - General, Centre or Operations Related**

(e.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.)

#### **Steps for Parent and/or Guardian to Report Issue/Concern:**

Raise the issue or concern to the Principal or Vice-Principal.

#### **Steps for Staff and/or Licensee in responding to issue/concern:**

Address the issue/concern at the time it is raised **or** arrange for a meeting with the parent/guardian within two business days but preferably within 24 hours. Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person reporting the issue/concern;
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- the name of the person who received the issue/concern;
- the details of the issue/concern; and

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 two business days but preferably within 24 hours or as soon as reasonably possible thereafter. Document reasons for delays in writing.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.



## Nature of Issue or Concern-Staff, Duty parent, Supervisor, and/or MLCP Related

### Steps for Parent and/or Guardian to Report Issue/Concern:

Raise the issue or concern to the individual directly or the Principal or Vice-Principal. All issues or concerns about the conduct of staff, duty 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 situation.

### Steps for Staff and/or Licensee in responding to issue/concern:

Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within two business days but preferably within 24 hours. Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person reporting the issue/concern;
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- the name of the person who received the issue/concern;
- the details of the issue/concern; and

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 two business days but preferably within 24 hours or as soon as reasonably possible thereafter. Document reasons for delays in writing.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

## Nature of Issue or Concern - Student/Volunteer Related

### Steps for Parent and/or Guardian to Report Issue/Concern:

Raise the issue or concern to the staff responsible for supervising the volunteer or student or the Principal or Vice-Principal. 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 Head Teacher or Principal as soon as parents/guardians become aware of the situation.

### Steps for Staff and/or Licensee in responding to issue/concern:

Address the issue/concern at the time it is raised or arrange for a meeting with the parent/guardian within two business days but preferably within 24 hours. Document the issues/concerns in detail. Documentation should include:

- the date and time the issue/concern was received;
- the name of the person reporting the issue/concern;
- any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral.
- the name of the person who received the issue/concern;
- the details of the issue/concern; and

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 two business days but preferably within 24 hours or as soon as reasonably possible thereafter. Document reasons for delays in writing.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.



## PARENTAL ISSUES AND CONCERNS

The purpose of this form is to provide a transparent process for parents/guardians, MLCP and staff to use when parents/guardians bring forward issues/concerns. Parental concerns will be taken seriously and addressed within the shortest time frame—within 2 business days but preferably within 24 hours or as soon as reasonably possible thereafter.

Date Issue Received:	Name of Person Raising Issue/Concern:
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Time Issue Received:	Name of Person Reporting Issue/Concern:
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Name(s) of Person(s) Responding to Issue/Concern:

- |  |  |
|--|--|
| <input type="checkbox"/> <b>Nature of Issue or Concern - Program Room Related</b><br>(e.g: schedule, sleep arrangements, toilet training, indoor/outdoor program activities, feeding arrangements, etc.) | <input type="checkbox"/> <b>Nature of Issue or Concern - General, Centre or Operations Related</b><br>(e.g: child care fees, hours of operation, staffing, waiting lists, menus, etc.) |
| <input type="checkbox"/> <b>Nature of Issue or Concern-Staff, Duty Parent, Supervisor, and/or MLCP Related</b>   | <input type="checkbox"/> <b>Nature of Issue or Concern - Student/Volunteer Related</b>   |

Details of the issue/concern:

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

The resolution/outcome provided to the parent(s)/guardian(s) who raised the issue/concern is as follows:

Further information/follow-up/attention is required as follows:

If delayed please provide reason:	<input type="checkbox"/> <b>Matter Resolved</b>
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Staff Signature	Principal/Vice-Principal Signature	Date	Date Established: August 2017 Date Updated: August 2017
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