



CHILDSPACE DAY CARE CORPORATION

CLIENT COMPLAINT POLICY

Reviewed & approved by Childspace Day Care Corporation Board: April 16, 2014
Revised April 2017

Purpose/Policy Objective

Childspace Day Care is committed to being accountable for our programs and services by responding to and resolving client/parents or guardian complaints.

All complaints will be treated with fairness, integrity and respect with consideration to Childspace Day Care legislative requirements and values.

Please note, it is not always possible to ensure that a client/parent or guardian is satisfied with the outcome of a complaint. Childspace Day Care is bound by policy and legislative requirements by the Ministry of Education/Youth and Family Services and City of Toronto Children's Services.

Policy Statement

At all times, clients/parents or guardians are encouraged to voice any questions regarding Childspace Day Care and the care of your child/ren. Our goal is to resolve most issues at the first point of contact.

If a client/parent or guardian has any concerns or questions please contact the staff who are working directly with your child/ren. Every effort when possible will be made by staff to resolve complaints directly with the client/parent or guardian. Staff from time to time may have to liaise with other colleagues to gather the necessary information to respond effectively to the concern raised.

In more complex situations or if the staff member is unable to answer the question or handle your concern, you will be directed to meet with the Assistant Supervisor, Supervisor and/or put your concern in writing and give it to the Supervisor. She/he may set up a meeting with you. If it is regarding a policy matter, the Supervisor will bring it up at the Monthly Board Meeting.

If the complaint is of a more serious nature or you are not satisfied after having spoken directly with the Supervisor, you will be encouraged to speak with the Director. Or if the complaint is regarding the Director or Board Member to the HR Committee, Chair.

The Board of Directors will only become involved in exceptional circumstances, where the HR Committee recommends involvement of the whole board, where the initial complaint refers solely to a member of the Board of Directors or the Director of the organization.

Clients/parents or guardian will be required to submit in writing any complaint and/or concern that is of a serious nature or is being presented to the HR Committee (if applicable) or the Board of Directors.

Unresolved parent serious complaints are Serious Occurrences and will be followed up by the Supervisor as such.



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Complaints involving allegations of a serious nature*

If the complaint involves allegations of a serious nature against a staff member, for example professional incompetence, professional misconduct, dishonesty, abuse or criminal behaviour. The complaint should be made in writing and directed to the Director/Supervisor. In such cases the Director will notify the Executive Officers of the Board of Directors. The Supervisor's actions not limited to but may include contacting child protection services, initiating a formal disciplinary procedure at the College of ECE or contacting the police for a criminal investigation. The Board of Directors will be advised how the complaint is being handled by the Supervisor. The individual initiating the complaint will not be given any specific information regarding how the complaint is being handled. *See our Child Abuse Policy- any adult who suspects child abuse is to call the C.A.S.

Process & Procedures for the Client Relations Committee of the Board

Where required complaints will be documented in writing. All complaints deemed serious will be required to be in writing. Client's/parent's or guardian's complaints will be acknowledged within seven business days. The complaint will be investigated and documented. Clients/parents or guardians will be kept informed where allowed by law as to the status of their complaint. Clients may be asked to meet directly with Board members on the HR Committee. Final responses and/or solutions are provided to the client/parent or guardian for feedback and/or discussion

Confidentiality

We will whenever possible respect the confidentiality of your complaint. While we are looking into your complaint or concern your name will not be divulged any more than is absolutely necessary. However, clients/parents or guardians must recognize that if their complaint involves members of our staff it may be very difficult for us to look into this without talking with the staff members concerned.

Child Abuse

In general, anytime a person sees a situation that is abusive to a child she/he has an obligation to report it directly to the Children's Aid Society. See our Child Abuse Policy for more details.

This policy will be reviewed with all staff, student, and volunteer prior to employment and annually thereafter. Staff, students and volunteers will sign to demonstrate they have read and understood the policy.



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