



CHILDSPACE DAY CARE CORPORATION CLIENT COMPLAINT POLICY

Created: April 16, 2014 Revised: January 2021

Purpose/Policy Objective

Childspace Day Care (“Childspace”) is committed to being accountable for its programs and services by responding to and resolving client/parent or guardian complaints.

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

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

Policy Statement

At all times, clients/parents or guardians are encouraged to voice any questions or concerns regarding Childspace and the care of their child/ren. Childspace’s 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.

If the staff member is unable to answer the question or handle the concern, the client/parent or guardian will be directed to meet with the Assistant Supervisor or Supervisor and/or put their concern in writing and give it to the Supervisor. She/he may set up a meeting with the client/parent or guardian. If it is regarding a policy matter, the Supervisor will bring the matter up at the Monthly Board Meeting.

If the complaint is of a more serious nature or, the client/parent or guardian is not satisfied after having spoken directly with the Supervisor, they will be encouraged to speak with the Executive Director. If the complaint is regarding the Executive Director or a Board Member, the client/parent or guardian’s concern will be directed to the Chair of the Board of Directors and/or the HR Committee.

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

Complaints involving allegations of a serious nature

If the complaint involves allegations of a serious nature against a staff member (e.g. professional incompetence, professional misconduct, dishonesty, abuse or criminal behaviour), the complaint should be made in writing and directed to the Executive Director and/or Supervisor. In such cases, the Director will notify the Executive Officers of the Board of Directors. The Executive Director’s/Supervisor’s actions are not limited to but, may include: contacting child protection services, initiating a formal



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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 Executive Director and/or Supervisor. The individual initiating the complaint will not be given any specific information regarding how the complaint is being handled. Please see the 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/parents, or guardians may be asked to meet directly with Board members or the HR Committee. Final responses and/or solutions are provided to the client/parent or guardian for feedback and/or discussion.

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

Confidentiality

Childspace will respect the confidentiality of all complaints. While Childspace investigates any complaint, personal information (e.g., 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 appears to be 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, students, and volunteers prior to employment and annually thereafter. Staff, students, and volunteers will sign to demonstrate they have read and understood the policy.