



## **PARENT/GUARDIAN ISSUES AND CONCERNS POLICY**

### **INTENT**

At *Creative Beginnings Childcare Centre (CBCC)*, effective and transparent communication with our parents, guardians and families is of paramount importance. CBCC is committed to ensuring that parental issues and concerns are brought to the attention of management, addressed in a timely manner and that every effort is made to reach a mutually acceptable resolution to issues and concerns should they arise. In working towards achieving a resolution, the over-all well-being of the child is of the utmost importance.

### **SCOPE**

This policy applies to all families, parents, guardian, staff, students and volunteers.

### **POLICY**

Any issues or concerns raised by parents/guardians related to their child's classroom experience, or other child care-related concerns will be promptly addressed by management. The centre will ensure that parental issues, and concerns, are treated seriously, and resolved in a confidential and timely manner ensuring that the well-being of the child is the prime focus.

## **PARENT ISSUE AND CONCERNS PROCEDURE**

Creative Beginnings Childcare Centre is committed to addressing and resolving issues and concerns raised by parents/guardians regarding their child's classroom experience, or other child care-related concerns.

Parents are encouraged to bring issues and concerns to the attention of Management. Management will investigate and deal with all issues and concerns in a confidential, respectful and timely manner.

### Communicating an Issue or Concern

If a parent/guardian has an issue or concern, they can speak directly to the Executive Director or the Site Supervisor in the absence of the Director. Parents can reach the Director by email or phone.

If a staff member, student or volunteer, is made aware of, or suspects, a parental issue or concern, they should encourage the parent/guardian to speak directly to the Director or the Site Supervisor if absent.

Should the issue or concern relate to the Executive Director, The Board President will address the issue or concern and inform the Board of Directors.

### Responding to an Issue and Concern

- Documentation should include:
  - Date and time the issue/concern was received
  - Name of person who received issue/concern
  - Name of person reporting issue/concern
  - Details of the issue/concern

- Steps taken to resolve issue/concern and /or information given to the parent/guardian regarding next steps or referrals
- Document reasons for any delays in writing
- An initial response to the issue or concern will be provided by Management to the parent/guardian within 48 hours
- All issues and concerns will be investigated in a fair, confidential and timely manner by Management
- Where required, those directly involved (including witnesses) will be spoken with
- Where appropriate, records or other documents relevant to the issue and concern will be reviewed by Management
- The parent/guardian will be kept up-to-date with the progress of achieving a solution
- The parent/guardian will be informed of the solution achieved

Resolution of an Issue and Concern

Every effort will be made to resolve parental/guardian issues and concerns in a mutually satisfactory manner. Where necessary, corrective action will be put in place and staff, students and volunteers made aware of any requirements or changes.

Confidentiality

Parents/guardians should feel secure in knowing that their issues and concerns will be handled discreetly and sensitively. Information provided about an issue or concern will not be disclosed except as necessary to investigate the issue or concern, to take corrective action or as otherwise required to resolve the issue or concern.

Executive Director	Christa O'Connor 519-634-4915 <a href="mailto:christao@creativebeginningschildcare.ca">christao@creativebeginningschildcare.ca</a>
Baden Site Supervisor	Amanda Vorstenboch 519-634-5223 <a href="mailto:amandav@creativebeginningschildcare.ca">amandav@creativebeginningschildcare.ca</a>
Sir Adam Beck Site Supervisor	Faye Wilson, 519-634-4915 <a href="mailto:fayew@creativebeginningschildcare.ca">fayew@creativebeginningschildcare.ca</a>
Forest Glen Site Supervisor	Aimee Weber, 519-634-5223 <a href="mailto:aimeew@creativebeginningschildcare.ca">aimeew@creativebeginningschildcare.ca</a>

Date and Time received:
Person receiving issue/concern from parent/guardian:
Person reporting the issue/concern:
Details of the issue/concern (e.g., Program/room related, General Centre, Operations-related, Staff related, Student/volunteer related)

Steps taken to resolve issue/concern:
Resolution or Information provided to parent/guardian:
Reasons for any delay:
Reviewed and approved by: Executive Director: <span style="float: right;">Date:</span>