

# Parent Issues and Concerns Policy and Procedures

## Purpose

The purpose of this policy is to provide a transparent process for parents/guardians, Alexandra Daycare and staff to use when parents/guardians bring forward issues/concerns.

Complaints and concerns made by parents will in no way affect their children.

## Policy

As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians. All issues and concerns raised by parents/guardians are taken seriously by Staff and Owners 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.

The steps for parents to follow when they have an issue or concern to bring forward to the licensee;

- Address it with the staff if they feel comfortable to do so
- Leave a email for supervisor or owner via email address all parents are provided with at enrolment
- Phone the center and talk to Supervisor or owner
- Leave a comment in the comment box located in hallway
- We have an open door policy for all parents we can arrange to have a meeting any time

The steps for licensee to follow when they have an issue or concern brought forward by a parent

- All issues and concerns raised by parents/guardians are taken seriously by Alexandra Daycare and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties.
- 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 2-3 business day(s). 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).