



Park Lawn Preschool Inc.

*Park Lawn Preschool * Humber Bay Child Care Centre * PLP Early Learning Centre at St. Mark*

PLP 117 Parent Complaint Procedure

Park Lawn Preschool Inc. recognises that positive relationships between parents and the child care centres create trusting and cooperative relationships and environments for the children. Open communication is encouraged and complaints are an important way for parents and the community to provide information and feedback to the child care centres.

When resolving complaints, Park Lawn Preschool Inc. will make every effort to address any concerns within 1-2 business days, maintain confidentiality and provide all persons involved a fair opportunity to respond and present their views.

When addressing a complaint it is expected that parents and PLP Employees will:

- Show respect and understanding of each other's point of view
- Act in good faith and in a calm and courteous manner
- Acknowledge that all parties have rights and responsibilities
- Goal to achieve an outcome acceptable to all parties

Making a Complaint – Who to Contact

Complaints can be communicated verbally or be submitted in writing.

Contact the Child Care Teacher

Your child's teacher is the best person to approach first for an informal discussion. Teachers are able to help answer questions and complaints about:

- *The classroom*
- *Routine and daily schedule*
- *Child's individual schedule*

Contact the Centre Supervisor

Any questions and concerns that are beyond the classroom, should be directed to the Centre's Supervisor. Supervisors are able to help answer questions and complaints about:

- *Safety and Security*
- *Code of conduct*
- *Policy and Procedures*
- *Child Care Fees*
- *Enrollment*
- *Waiting list*
- *Concerns about the child care centre*
- *Complaint about a PLP Employee or Supervisor*

Contact the Operations Manager

If parents are not satisfied with how the child care centres has handled the complaint or concern, the complaint can be referred to the Operations Manager. The Operations Manager will assess the complaint to find an appropriate resolution for all parties.

Operations Manager may help answer questions and complaints about:

- *Safety and Security*
- *Code of Conduct*
- *Policy and Procedures*
- *Concerns about the child care centre*
- *Complaint about a PLP Employee or Supervisor*

Contact the Financial Manager

The Financial Manager is responsible for Park Lawn Preschool Inc. child care fees. In the event, that questions and concerns were not answered by the Supervisor, the Financial Manager may help answer questions and complaints about:

- *Child Care Fees*
- *Tax Receipts*

Responding to an issue or Complaint

Park Lawn Preschool Inc. will make every effort to resolve concerns and complaints.

PLP Employees shall:

- Listen to the parent
- Respond to and resolve issues as they arise
- Maintaining professionalism and integrity at all times
- Address minor complaints directly with the party involved as a first step towards resolution.
- Inform the Centre Supervisor of the issue/s that have risen and the outcome
- If unable to resolve, inform the parent that the concern or complaint will be passed to the centre supervisor.
- Maintain confidentiality at all times
- Provide initial response to a concern or complaint within 1-2 business day.

PLP Supervisors shall:

- Listen to the person making the complaint
- Respond to and resolve issues as they arise
- Maintaining professionalism and integrity at all times
- Address minor complaints directly with the party involved as a first step towards resolution.
- Maintain confidentiality at all times
- Provide initial response to a concern or complaint within 1-2 business day.
- Record all complaints
- Notify the Operations Manager if a complaint escalates.
- If the complaint is of a more serious matter, the Centre Supervisor will inform the Operations Manager.
- Work co-operatively with the Management Team in any investigations related to PLP's programs or staff.
- Inform the Management Team of the issue/s that have risen and the outcome

Management Team shall:

- Listen to the person making the complaint

- Assist in the investigation of unresolved issues or serious concerns
- Provide initial response to a concern or complaint within 1-2 business day.
- Work co-operatively with the Centre Supervisors and employees in any investigations related to PLP's program or staff
- Maintain confidentiality at all times
- Maintaining professionalism and integrity at all times
- Notify the Board of Directors of complaints

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

www.children.gov.on.ca/htdocs/English/cildrensaid/reportingabuse/index.aspx

Unreasonable Complaint Conduct

All feedback, questions and concerns are believed to be made in good faith. Park Lawn Preschool Inc. considers behaviour to be unreasonable when:

- An action or complaint is brought without merit, often to cause annoyance to another person
- It is oriented towards conflict
- It calls for staff resources and time unjustified, by the nature or significance of the complaint
- Behaviour outside the expectations of cooperation, courtesy and respect