



Kidsville Early Learning Center
Unit 15 to 18, 4265 Thomas Alton Blvd
Burlington L7M 0Z4 Ontario

Parent Issues and Concerns Policy and Procedures

Name of Child Care Centre: Kidsville Early Learning Center

Date Policy and Procedures Established: June 28, 2023

Date Policy and Procedures Updated: [Click here to enter text.](#)

Purpose

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

Policy

Parents/Guardians are encouraged to take an active role in our childcare center and regularly discuss what their child(ren) are experiencing with our staff. As supported by our program statement, Kidsville Early Learning Center supports positive and responsive interactions among the children, parents/guardians, childcare providers, and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children.

All issues and concerns raised by parents/guardians are taken seriously by the On-Site Supervisor and will be addressed. Every effort will be made to address and resolve issues and concerns as quickly as possible. Issue and concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally or in writing upon request. 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.

Conduct

Kidsville Early Learning Center maintains very high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will not be tolerated from anyone. If at any point a parent/guardian and if staff feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation the Licensee and/or On-Site Supervisor.

Procedures



Steps in responding to an issue and/or concern:

- Issues/concerns brought forth verbally will be addressed at the time it's raised. This is the initial response time.
- Issues/concerns brought forth in writing will be addressed within 1 business day. If necessary, meetings/phone calls will be arranged within 2 business days. The parent/guardian will be advised if it is not possible to keep within these response times.
- The details of the issue/concern will be recorded: date, time, parties involved, and steps taken to resolve the issue/concern.
 - Referral to another organization will be provided if the parent/guardian needs additional support.
 - Details of the communication will be kept in the school.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
1) Program room related: <ul style="list-style-type: none"> ○ (Schedule, sleep arrangements, toilet training, indoor/outdoor program, feeding arrangements(menu) 2) General center or operation related. <ul style="list-style-type: none"> ○ (Hours of operation, waitlists, menus etc.) 3) Staff, On-Site Supervisor, licensee, student and/or volunteers related	<ul style="list-style-type: none"> • Raise the issue or concern to the classroom staff directly or the On-Site Supervisor/Assistant Supervisor. • All issues and concerns about the conduct of staff, on-site Supervisor, licensee, student and/or volunteer that puts a child's health, safety and well-being at risk should be reported to the Licensee and/or On-Site Supervisor as soon as parents/guardians become aware of the situation. 	a) Address the verbally raised issue/concern at the time it is raised. This is the initial response time. b) Address the written concern within 1 business day. c) Arrange for a meeting with the parent/guardian within 2 business days, if applicable. d) Document the issues and concerns in detail. Documentation should include: <ol style="list-style-type: none"> I. The date and time the issue/concern was received. II. The name of the person who received the issue or concern. III. The name of the person reporting the issue or concern. IV. The details of the issue/concern and any steps taken to resolve the issue/concern.



Kidsville Early Learning Center
 Unit 15 to 18, 4265 Thomas Alton Blvd
 Burlington L7M 0Z4 Ontario

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in Responding to the Issues/Concerns:
		V. Any steps taken to resolve the issue/concern and /or information given to the parent/guardian regarding next steps. VI. Provide contact information for the appropriate person if the person is being notified is unable to address the matter. VII. Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as possible. Document reasons for delays in writing. VIII. Provide a resolution or outcome to the parents/guardians who raised the issue/concern

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*.