

Central Eglinton Children's Centre

Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: June 2024

Date Policy and Procedures Updated: February 22, 2025

Overview

In accordance with the Child Care and Early Years Act, 2014 (CCEYA), CECC's Parent Issues & Concerns policy sets out a transparent process for parents/guardians and CECC staff to use to resolve concerns or issues in a collaborative manner with a sense of fairness and respect.

Scope

This policy applies to all staff, student teachers, volunteers.

Responsibilities

- Employees are responsible for:
 - - Addressing family concerns promptly with respect in a transparent manner following this policy
 - - Maintaining accurate records and documentation in a timely manner
- Directors are responsible for:
 - - Addressing concerns if classroom educators are unable to successfully address them
- CECC's Board of Directors is responsible for:
 - - Responding to families who are not satisfied with the response or outcome and have escalated the issue

Policy

Parents are asked to address any concerns or complaints with CECC personnel and affiliated agencies in the following order:

1. The child's educators
2. CECC's Directors.
3. CECC's Board of Directors, contact ceccchair2015@gmail.com
4. City of Toronto Children's Services 416 392-5437 (main #)
and/or the Ministry of Education 416 325-0500 (main #)—Toronto Region - Central

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 two 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.

Ensuring positive interaction, communication, and role modeling for children is of great importance, especially in a childcare setting. Harassment and discrimination will not be tolerated. If at any point a parent, provider, or employee feels uncomfortable, threatened, abused, or belittled, they may immediately end the conversation and report the situation to one of the Centre's Director or to CECC's Board of Directors.

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*.

Confidentiality

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents/guardians, children, educators, 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).

Procedures

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:
<p>Programme Related</p> <p>Schedules, Programme related, sleep, dietary,</p>	<p>Parents may contact CECC verbally, or in writing</p> <p>May speak with educators or directors</p>	<p>Educators may address the questions upon receipt, if possible.</p> <p>If not, then parents may contact the directors.</p> <p>Directors will address the question/concern verbally or in writing within 2 business days.</p>
<p>General, Centre or Operations</p> <p>E.g: child care fees, hours of operation, staffing, waiting lists, menus, facilities etc</p>	<p>Parents may contact the directors verbally or in writing</p>	<p>Directors will address questions upon receipt, if possible.</p> <p>If not, they will respond in writing within 2 business days.</p>
<p>Children Conduct</p>	<p>Conduct of children – parents may speak with the educators, and the Directors if necessary</p> <p>Parents are asked not to speak with other parents, or other children, if they are involved</p>	<p>The educators will address the concern upon receipt if possible.</p> <p>If not, they will speak with the directors.</p> <p>If not resolved, the directors may work with the educators to create a support plan</p> <p>The plan of action will be shared with parents</p> <p>The directors may also arrange a meeting with the parents if necessary</p>

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:
<p>Conduct</p> <p>Employees, student teachers, volunteers</p>	<p>Conduct of others: All issues or concerns about the conduct of the staff, volunteers, student teachers, that put a child's health, safety and wellbeing at risk should be reported to the Director and or Board of Directors as soon as parents/guardians become aware of the situation</p>	<p>The directors or Board of Directors will:</p> <p>Address the issue/concern at the time it is raised or,</p> <p>Arrange for a meeting with the parent/guardian within two business days.</p> <p>Document the issues/concerns in detail.</p> <p>Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - the name of the person reporting the issue/concern; - the details of the issue/concern; and - any steps taken to resolve the issue/concern and/or information given to the parent/guardian regarding next steps or referral. <p>Provide contact information for the appropriate person if the person being notified is unable to address the matter.</p> <p>Ensure the investigation of the issue/concern is initiated by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing</p> <p>In cases of suspected child abuse, CAS will be contacted</p> <p>If the conduct of the director(s) the above will be undertaken by CECC's Board of Directors</p>

Escalation of Issues or Concerns: Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may address the issue or concern verbally or in writing to the Directors or Board of Directors.