



The Lee Wiggins Childcare Centre PARENT COMPLAINT PROCEDURE

A complaint is a “concern” that is expressed by an individual or group of individuals such as neighbor(s), community person(s), school staff, government agency, staff member, parent, guardian, child, etc.

Differentiating between a “comment” and a “complaint” is important. A complaint is generally an issue that cannot be resolved at the first level (Staff and/or the Coordinator of the Centre) and proceeds further to the Board of Directors and/or Government Agency. An issue that can be resolved by the person receiving the “complaint” may be classified as a “comment.”

All “comments” and “complaints” must be taken seriously, investigated and a mutually satisfactory resolution attempted.

The person receiving the “comment” or “complaint” should remain objective and try not to personalize the issue.

He/she should:

- Allow the “complainer” to express their concern(s) thoroughly.
- Listen carefully to what is being said.
- Avoid responding defensively.
- Ask for clarification to ensure that the nature of the “complaint” is understood.
- Ask if the “complainer” has any suggestion or recommendation.
- Advise the person/group you need time to investigate (if applicable) and that you will get back to them as soon as possible.
- Document the incident.
- Inform the Coordinator of the Centre or the Board of Directors immediately of the incident.

If parents have any suggestions and/or requests regarding any aspect of the program at the Centre, they are encouraged to put their ideas in writing in a sealed envelope and give it to a staff member on duty or drop it into our suggestion box.

The Coordinator of the Centre will contact the person/group who made the “complaint,” investigate the specifics of the “complaint,” and make every effort to resolve the issue. She will proceed with the Serious Occurrence Guidelines and all communication will be documented.

If after addressing the issue with the Coordinator of the Centre, the parent/guardian continues to feel that the complaint has not been resolved, he/she may ask in writing for the matter to be brought to the Board of Directors. The Coordinator of the Centre may also advise the parent that the matter must go to the Board if the parent is not satisfied with the actions or response of the Coordinator of the Centre.

Complaints Addressed to the Board of Directors

The Board of Directors collectively with the Coordinator of the Centre will make every effort to resolve the issue(s). During the course of discussion with the parent/guardian, the Chair or any Board member must remain neutral. The outcome/answer suggested will remain undetermined until the Board has met as a whole and the relevant resolution is passed.

The Board of Directors will contact a lawyer if deemed necessary.

A written statement providing the outcome of the Board’s decision will be promptly delivered to the parent/guardian who issued the complaint.