

25. Addressing Parent Issues & Concerns Policy



25.1 PURPOSE

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

Parents/guardians are encouraged to take an active role in our school and regularly discuss what their child(ren) are experiencing with our program. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

25.2 POLICY

All issues and concerns raised by parents/guardians are taken seriously by Brooklin Mill Montessori School 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. Accessible formats will also be provided 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 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.

25.3 PROCESS FOR REPORTING A PARENT ISSUE OR CONCERN

Depending on the nature of the issue or concern, there are a number of ways that a parent can report.

All issues or concerns about the conduct of staff, student teachers in training, volunteers, etc. that puts a child's health, safety and well-being at risk should be reported to the School Administration as soon as parents/guardians become aware of the situation.

For issues related to a specific classroom or child's schedule, (such as indoor / outdoor program activities, toilet-learning, sleep arrangements, feeding arrangements, etc.), the issue may be raised with the classroom teachers directly or with the School Administration.

For issues related to general School operations (such as facilities, hours of operation, waiting lists, etc.), the issue or concern should be raised directly with the School Administration through the School Secretary, Vice Principal, or School Director.



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25.4 PROCESS FOR RESPONDING TO AN ISSUE OR CONCERN

- Address the issue/concern at the time it is raised or
- arrange for a meeting with the parent/guardian within 2 business days.

Document the issues/concerns in detail. Documentation should include:

- 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.

Provide contact information for the appropriate person if the person being notified is unable to address the matter.

Ensure the investigation of the issue/concern is initiated by the appropriate party within [insert number] business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.

Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

25.5 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 <http://www.children.gov.on.ca/htdocs/English/childrensaidd/reportingabuse/index.aspx>

25.6 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).

25.7 CODE OF CONDUCT

Our School maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party.

If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the School Administration.

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