

	POLICY TITLE	CATEGORY
	Parent Issues and Concerns (Child Care Centres & EarlyON Centres)	Programs
	APPROVING BODY OR POSITION	APPROVAL DATE
	Director, Programs	September 2025
	PRIMARY LEGISLATION / REGULATION REFERENCE(S)	
Child Care and Early Years Act, 2014 (CCEYA) Child, Youth & Family Services Act, 2017 (CYFSA)		

POLICY

Family Day Care Services strives to ensure that each family's child care or EarlyON experience with the agency is a positive one and that the parent's and child(ren)'s needs are met.

PURPOSE

The purpose of this policy is to outline the process that Family Day uses to address parent/guardian issues or concerns in a transparent, timely, fair and consistent manner. All issues and concerns raised by parents/guardians are taken seriously by Family Day and will be addressed. Every effort will be made to address and resolve issues and concerns as quickly as possible understanding that exceptions to legislated or organizational policies are not possible.

SCOPE

This policy, its principles and practices, applies to all Family Day Educators, Students, and Volunteers.

PROCEDURES

• GENERAL

1. Parents/guardians are encouraged to take an active role in our child care and EarlyON centres and regularly discuss what their child(ren) are experiencing within our programs. As supported by our program statement, we support positive and responsive interactions among the children, parents/guardians, child care providers and Educators, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our Educators are available to engage parents/guardians in conversations and support a positive experience during every interaction.
2. 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.
3. An initial response to an issue or concern will be provided to parents/guardians within 3 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process.
4. Every concern will be treated confidentially, and every effort will be made to protect the privacy of individuals involved unless information must be disclosed for legal or statutory reasons. For example: to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities, or Children Aids' Society.
5. Investigations of issues and concerns will be fair, impartial and respectful to the parties involved.

● **REPORTING SUSPECTED CHILD ABUSE AND NEGLECT**

1. Everyone, including members of the public, Educators, Volunteers, and Students who work with children are required by law to report suspected case of child abuse or neglect
2. If a parent express concerns that a child has been abused or neglected, the parent will be advised to contact local Children Aid Society (CAS) directly
3. Person(s) who become aware of such a concern is also responsible for reporting this information to CAS as part of the “Duty to Report” requirement under the Child, Youth, and Family Act Services
4. Any incident of suspected abuse/neglect while in attendance at a child care centre, home child care or EarlyON program will be reported as a Serious Occurrence to the Ministry of Education and Family Day’s Serious Occurrence Policy & Procedures or the applicable *EarlyON Serious Occurrence/Incident Guidelines* will be followed.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for Educator and/or Licensee in responding to issue/concern
<p>Related to the program (e.g.: sleep arrangements, schedule, toilet training, indoor/ outdoor program delivery, feeding arrangements, etc.)</p>	<p>Raise the issue or concern to the classroom Educator directly <p style="text-align: center;">– or –</p> the Supervisor or Program Manager or Assistant Program Manager</p>	<ul style="list-style-type: none"> ● Address the issue/concern at the time it is raised <p style="text-align: center;">– or –</p> arrange for a meeting with the parent/guardian within 3 business days. ● Document the issues/concerns in detail. Documentation should include: <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>Related to a centre, operations or of a general nature (e.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.)</p>	<p>Raise the issue or concern to the Supervisor or Program Manager or Assistant Program Manager</p>	<ul style="list-style-type: none"> ● 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 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. ● Provide a resolution or outcome to the
<p>Related to an Educator, Supervisor and/or Family Day (the agency)</p>	<p>Raise the issue or concern to the individual directly <p style="text-align: center;">– or –</p> the Supervisor or Program Manager or Assistant Program Manager</p> <p>All issues or concerns about the conduct of an Educator, that puts a child’s health, safety and well-being at risk should be reported to the Supervisor as soon as parents/ guardians become aware of the situation.</p>	<ul style="list-style-type: none"> ● 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 3 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. ● Provide a resolution or outcome to the

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern	Steps for Educator and/or Licensee in responding to issue/concern
<p>Related to a Student or Volunteer</p>	<p>Raise the issue or concern to the Educator responsible for supervising the volunteer or student <i>– or –</i> the Supervisor and/or Program Manager/Assistant Program Manager</p> <p>All issues or concerns about the conduct of students and/or volunteers that puts a child’s health, safety and well-being at risk should be reported to the Supervisor as soon as parents/guardians become aware of the situation.</p>	<p>parent(s)/guardian(s) who raised the issue/concern.</p>

Every effort will be made to resolve any issue / concern with the Centre Supervisor or Program Manager/Assistant Program Manager. The person who raised the issue will be contacted, the issue / concern will be reviewed, and the agency will outline the findings and will explain how the agency proposes to resolve the issue/ concern to the mutual satisfaction of both parties whenever possible.

• ESCALATION OF ISSUES OR CONCERNS

Where parents / guardians are not satisfied with the response or outcome of the issue / concern, they may escalate the issue or concern to the Program Manager or Assistant Program Manager who will review the issue or concern and how it has been handled thus far and will respond within 3 business days

If the issue or concern is not resolved to the satisfaction of the parent/guardian at this point, it may escalate to the Director, Programs who will review the issue or concern and how it has been handled thus far and will respond within 3 business days

If the issue or concern is not resolved to the satisfaction of the parent/guardian at this point, it may escalate to the Chief Executive Officer (CEO) who will review the issue or concern and how it has been handled thus far and respond within 3 business days. The decision of the CEO is final.

Issues/concerns related to compliance with requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 must be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. municipalities, local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.