

## **Parent Issues and Concerns Policy and Procedure**

The Beacon Learning Centre acknowledges that parents and caregivers have a right to raise issues and concerns they may have and to have them addressed appropriately. This policy is in accordance with regulations as stated in the Child Care and Early Years Act, 2014 (CCEYA), Section 45.1.

We have a number of ways to keep parents/caregivers informed. These include:

- Open door policy
- Regular program updates through MailChimp
- Parent Handbook & Program Statement
- Annual General Meeting (typically held in June)
- School website [www.beaconlearningcentre.com](http://www.beaconlearningcentre.com)

The steps for parents to follow when they have an issue or concern to bring forward to the licensee:

- 1) The main line of communication for a parent/caregiver is through their child's teachers. We hope and expect that the teachers will be able to respond to the majority of concerns without parents/caregivers feeling the need to take them further.
- 2) If the concern requires significant time to resolve, the parent/caregiver should arrange a mutually convenient time to meet with the teacher.
- 3) If the concern is not resolved, or more assistance is needed, the director will be informed. A meeting may be arranged with the parent, director and any other relevant parties.
- 4) Should parents/caregivers feel an issue or concern is still unresolved they should contact the director in writing. Parents/caregivers may choose to raise concerns with the director first.
- 5) If the parent/caregiver remains dissatisfied after discussion with the director, he/she should write formally to the board Chair. The Chair will discuss the concerns with the director, the parent/caregiver and other relevant parties and provide a response in writing.

6) We hope that very few parental complaints reach this stage, through good communication. However, should a parent/caregiver wish to take formal action, they need to write again to the Chair of the board, requesting that a formal complaint be taken to the rest of the board. The parent/caregiver may be invited to attend a meeting with the board to discuss the formal complaint, if necessary. After fully considering the complaint, the board will then write to the parent/caregiver to inform them of their decision.

Steps for licensee and its employees in responding to an issue or concern brought forward by a parent:

- 1) Listen and discuss the concern in a professional and respectable manner.
- 2) Record concerns, when deemed necessary, in the day book and how it was resolved.
- 3) If the concern is not resolved, or more assistance is needed, the director will be informed. In the case of the director, the board Chair will be informed.
- 4) The director or board Chair will discuss the concern with the parent in person or in writing, depending on the nature of the concern.
- 5) Any meetings or discussions in regards to issues and concerns will be followed up in writing, if the director or Chair deem necessary.

Timeframe: We aim to respond quickly to all expressions of concern. The director or board would aim to acknowledge a written concern within 2 working days. Depending on the nature of the concern, a response may take longer.

Confidentiality: Concerns raised by parents/caregivers will be treated in confidence. If the concern involves the actions of a member of the teaching or support staff it will need to be discussed with them in the interests of fairness. Anonymous complaints cannot be handled through this policy.

#### Monitoring and Review

In partnership with the teachers, the director and board will monitor the process of dealing with concerns and make modifications to this policy when necessary.