



E: COMMUNICATIONS / EXTERNAL RELATIONS POLICY AND PROCEDURE	
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<i>Contact Person/Department</i> Director of Operations	<i>Identification</i> E3 - 5302

5302 – Concerns or Complaints Policy

POLICY

We encourage regular discussions with staff to build positive relationships, discuss participant's experiences and continuously improve strategies. Our core values and licensed program statement support positive and responsive interactions among the individuals we serve including program participants, parents/guardians, staff, volunteers, and donors. We foster ongoing engagement and personal communication about programs and services, and participants. Our staff are available to engage in conversations and support a positive experience during every interaction.

All issues and concerns raised are taken seriously 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. The level of detail provided will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided within 5 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.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each licensed child care centre it operates (i.e. the operator). BGC Kawarthas licensee include Dr. George Hall and Kids in Motion child care centres.

Staff: Any individual employed by the Club and licensed programs (e.g. program room staff).

PURPOSE

The purpose of this policy is to provide a transparent process when individuals bring forward for issues and concerns related to Club and Foundation services/ programs. This also includes the licensed child care programs- Dr. George Hall and Kids in Motion. The Club is committed to providing excellent service and to:

- address complaints in a timely, fair, respectful and accountable manner;
- provide an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved;
- ensure the process is accessible and open.

Issues and concerns regarding BGC Canada (BGCC) or other BGC Clubs or other Club Foundations are to be directed to the Club itself. Each BGC Club or Club Foundation is independent and autonomous, overseen by its own board of directors. If there is a concern or complaint about a different

Club/Foundation, individuals are asked to contact the specific Club/Foundation's Executive Director or Board Chair. If it is not addressed individuals may contact BGCC Vice President of Member Services.

PROCEDURE

Guidelines for implementation of issues or concerns

1. The initial response to an issue or concern should occur as soon as possible and not longer than 5 days from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.
2. Documentation about the issue or concern will be kept in a lockable cabinet in a file separate from any other file related to the stakeholder.
3. It is the responsibility of all employees to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.
4. Senior management will track trends identified through the issues or concerns resolution process and annually review the number, type and disposition of issues or concerns received.

Process for issues or concerns

1. Individuals with an issue/concern are encouraged to talk with the staff who is most connected to the concern/situation. Concerns or complaints will be directed to the appropriate person.
2. This relevant staff will document the concern, including name and contact information, date, a description of the complaint, process for resolution and the final resolution or decision. Through this transparent process the goal is to have issues or complaints addressed to the individual's satisfaction. The individual with the issue will be kept informed if there are more steps required.
3. If the issue or concern is not resolved or if the individual is uncomfortable discussing the issue with the relevant staff, the supervisor of the staff can be informed.
4. If the staff is not able to resolve the complaint to the satisfaction of all parties, concerns will be referred to the senior staff of the program. The individual with the issue will be kept informed at each step.
5. The senior program lead may choose to bring the complaint forward to the Manager or Director of Operations or designate for review and advice.
6. If required the Executive Director will be informed and determine appropriate action or recommendations and an appropriate process to inform the individual with the issue will be determined. It is the responsibility of Club/Foundation staff to implement the recommendations.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect privacy, 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). There will be no repercussions to someone bringing forward issues or concerns in good faith.

Conduct

We maintain high standards for positive interaction, communication and role modeling for participants. Harassment and discrimination will therefore not be tolerated from any party.

If at any point anyone (including but not limited to parents/guardians, and staff) feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the program supervisor.

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*.

Escalation of Issues or Concerns

Where individuals are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing directly to the Club’s Executive Director.

Issues/concerns related to compliance with licensed requirements set out in the Child Care and Early Years Act., 2014 and Ontario Regulation 137/15 should be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch. Ministry of Education, Licensed Child Care Help Desk: 1-877-510-5333 or childcare_ontario@ontario.ca.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g. 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.

Nature of Issue or Concern	Steps for Parent and/or Guardian to Report Issue/Concern:	Steps for Staff and/or Licensee in responding to issue/concern:
<p>Program Room Related i.e. schedule, toilet training, indoor / outdoor activities, feeding, etc.</p>	<p>Raise the issue/concern to:</p> <ul style="list-style-type: none"> The classroom staff The supervisor / licensee 	<ul style="list-style-type: none"> Address the issue/concern at the time it is raised Arrange for a meeting with the parent / guardian within 5 business days <p>Document the issues / concerns in detail.</p> <p>Documentation should include:</p>
<p>General, Centre / Operation Related i.e. child care fees, hours of Operation, staffing waitlists, etc.</p>	<p>Raise the issue / concern to</p> <ul style="list-style-type: none"> The supervisor / licensee 	<ul style="list-style-type: none"> The date and time the issue / concern was received 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 of referral.
<p>Staff, Supervisor, Student, Volunteer and/or Licensee related i.e. conduct of a staff that puts a child’s health or safety at risk.</p>	<p>Raise the issue / concern to</p> <ul style="list-style-type: none"> The supervisor / licensee <p>All issues or concerns about the conduct of staff, duty parents, etc. that puts a child’s health, safety and well-being at risk should be reported to the supervisor as soon as</p>	<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 within 5 business days or as soon as reasonably possible.</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 issue/concern:
	parents/guardians become aware of the situation.	Provide a resolution or outcome to the parent / guardian who raised the issue / concern.

Process for Expressing Concerns

Please feel free to come to the Supervisor any time you have a question or concern about the centre. If you feel that you would like further assistance, please contact Amy Terrill, Executive Director by email at aterrill@bgckawarthas.com or at 705-324-4493 ext. 206, Chris Borrowman, Director of Operations by email at cborrowman@bgckawarthas.com or at 705-324-4493 ext.218. Concerns regarding invoicing please contact Laurie Bastin, Office Coordinator at lbastin@bgckawarthas.com or at 705-324-4493 ext.236.

