

## COMPLAINT/WITHDRAWAL POLICY

Section	
Policy #	
Title	COMPLAINT & WITHDRAWAL POLICY
Authority for Review/Revision	
Date of Last Revision	

### POLICY STATEMENT

West Oakville Preschool Centre Inc (“WOPC”) is committed to providing a safe and nurturing environment for all children in our care. WOPC works in partnership with families to ensure their individual needs and concerns are respectfully met.

### Legislative Authority/Regulations/Guidelines

Child Care and Early Years Act, 2014 – Ontario Regulation 137/15

### PROCEDURES

When issues of concern arise, expressed by either the staff or family, the Supervisor and parent(s) will meet to assess strategies, services and supports in response to the issue of concern. In cases where WOPC is unable to accommodate the requests/needs of the family, as limited by the available staff, physical, health and material resources and including rules and procedures that WOPC are legally bound to operate within, the following procedures will be taken:

- **Any other staff** who have received any verbal and/or written communication with the parent(s) must notify the Supervisor or designate immediately.
- **Such staff members** will make notes as soon as is practicable of the situation and their conversation and review them with the **Supervisor or designate**. These notes will include the date, issue of concern, actions and strategies that were put in place to resolve the conflict and any outside persons that were consulted Eg) Program advisor or the Ministry.
- The **Supervisor** is responsible for maintaining the notes in the child’s file.
- The **Supervisor or designate** (where the Supervisor is absent) should always make best efforts to be the one to speak with the parent (s) in question and ensure another member of staff is present to witness any communication.
- Where possible, the **Supervisor or designate**, including the staff member involved, will undertake mutually agreeable remedial steps to address the concerns of the complainant.
- The **Supervisor or designate** will assess if the situation merits notification to the Board and will forward a summary of the notes to the Board for their information and action if necessary.
- The **Supervisor or designate**, in consultation with the Board, will make the final decision regarding WOPC’s capacity to provide the required service in response to the issues of concern.
- In the event that removal of a child is necessary, the **Supervisor or designate** will provide the family with two weeks written notice to find alternate care, unless the behaviour/situation threatens the immediate safety of either children or staff in the centre.

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- Any excessive and repeated incidents of verbal abuse will not be tolerated and will be considered grounds to give notice to the parent(s) to immediately remove the child from the program.
- **Parent(s)** will provide WOPC with two weeks written notice when they intend to withdraw their child from the Centre. Parent(s) are responsible for payment of these fees during this period.

### NOTE

The Board reserves the right to withdraw services for any of, but not limited to the following reasons:

- Lack of payment of fees, or account is regularly in arrears.
- Conduct that is injurious to the physical emotional or intellectual well-being of others in the centre.
- Lack of compliance with the parental/guardian responsibilities outlined in the policies of the centre.
- Behavior that creates a potential safety hazard to children and staff, verbal abuse, harassment, or threatening of children/staff.
- Inability of the centre's program and staff to meet the child's individual needs and individual needs of a specific child that interfere with those of other children or puts others at risk.

Date approved by the Board: \_\_\_\_\_