



# Parental Complaints, Expressing Concern & Discriminatory Incidents

## Expressing Concern

WCP has steps to follow to address any issues or complaints. Parents are provided the [Parent Handbook](#) with details about policies and procedures. Parents are provided Board Member and staff email addresses to encourage open communication. Regular emails are sent inviting parents to meet with teachers to address any concerns, requests or specific strategies. Parents are encouraged to approach a teacher, the Supervisor, or a Board Member in person or by email should a concern arise. In addition, all members are encouraged to complete surveys throughout the year, covering all aspects of the school.

## Procedure for complaints

Any concerns will be documented immediately and noted in the Classroom Daily Journal. The Supervisor addresses classroom management concerns; while the Executive Board Members will handle any policy related or staff misconduct concerns. All concerns will be addressed within 24 hours in writing. General non-disclosing description of any concerns will be discussed at the next monthly board meeting. Any urgent matter will be dealt with within 24 hours or the end of the next business day by either the Supervisor or the BOD to rectify any immediate concerns. If, after speaking with the Supervisor in regards to a classroom or program concern, the parent is not satisfied, then the BOD will further address the concern within 48 hours and document the outcome. If the complaint is in regards to operations, policy, or hired staff, the parent can expect that the BOD will address it during an emergency meeting if needed. This will require a  $\frac{2}{3}$  majority in agreement to the resolution. Complete hard copy documentation must be kept in the locked filing cabinet on site under the tab labeled as "Concerns or confidential" and kept in the involved parties' board email address under the Concerns/Complaints file folder in each board member's email. An official soft copy, including the resolution, of the complaint must be kept in the President's Google Drive for 10 years, under the Complaints/Concerns folder.

## Complaints against Staff

If the concern against the staff is in regards to a child, the Executive team will hold an emergency meeting within 24 hours or the end of the next business day to discuss the concern. If, after discussing with the Executive team, the parent is not satisfied, then

the BOD will hold a meeting to further address the concern within 48 hours. Documentation of the concern and discussion will be placed in the child's file at the Preschool and an electronic copy will be kept on the President's Google drive under Complaints/Concern.

The indicated staff will be placed on paid leave and a qualified staff will be placed as a supply in their position until a resolution is determined. If the complaint is about conduct, code of ethics violations, or licensing violations then the College of ECE and the Ministry of Education is notified, and a report is submitted as required. Family and Children services or the police will be included if needed. Once the investigation has been completed, and the decision has been made to place the staff on unpaid leave until a Professional Development course has been completed, a re-interview regarding procedures and policies must be completed and personal goals with clear objectives must be set before returning to work. Further supervision of the staff with additional requirements of not being left alone with children may be required.

Outcomes may include requiring staff to review a policy, attend further Professional Development, additional supervision and mentoring, or termination of employment.

## **Prevention**

The Supervisor monitors staff interactions and performance to ensure compliance to the Ministry of Education standards and Code of Ethics. Documentation in regards to performance, interactions, and personal boundaries are recorded, monitored, and addressed on the Child Guidance and Program Statement Implementation Record 3 times a year and is discussed with the staff as concerns arise. This is also documented in the classroom journal when concerns arise.

Staff are required to maintain their College of Early Childhood Education professional development and core competencies. They must also maintain their license in good standing.

## **Sexual assault complaints**

If sexual assault complaint is against a staff, that staff member will be placed on paid leave until a resolution is determined. The incident will then be reported to the Child's family, Ministry of Education, Family and Children's Services, and Waterloo Regional Police Service, disclosing only required information to required sources with respect for confidentiality.

If the child discloses sexual assault taking place inside the centre about a staff member:

The following statements apply for conduct in regards to expressing concerns :

- no employee shall engage in or threaten to engage in retaliation against someone who discloses or reports or provides information with respect to alleged sexual misconduct.
- no employee shall attempt to address the situation on their own

All complaints against staff or volunteers is a formal complaint process involving the Supervisor and HR executive Board Members. The complaint is processed promptly and a formal investigation is started and documented in the locked filing cabinet.

Any alleged abuse of any kind must be reported to the Ministry of Education as a serious occurrence, as per the [Serious Occurrence Policy](#). Personal or disclosing information will not be disclosed publicly.

If the child discloses sexual assault taking place outside of the centre to a staff member or volunteer:

- Staff or volunteers will document verbatim what the child says; they will not prompt the child, ask leading questions, make assumptions or add words to the child's statement
- The situation will be reported to Family and Children's Services, who will determine next steps

### **Discriminatory Incidents**

Waterloo Co-Operative Preschool is committed to the [Canadian Charter of Rights and Freedoms](#) and the [Ontario Human Rights Code](#) and believes in providing a positive environment, free from harassment and discrimination. Any person wishing to make a code-related complaint has the right to do so.

If the Preschool is informed of such a complaint, the Executive team will hold an Emergency Executive Meeting to discuss the allegation. A written reply to the person making the complaint or to the Human Rights Commission will be provided.

Steps for issuing complaint:

- 1) Parents are encouraged to promptly approach teachers to address any concern should they arise
- 2) Any complaint is documented in the Classroom Journal
- 3) If the family is not satisfied with the response and feels the complaint needs to be escalated, the Preschool will retain legal representation and will cooperate with any investigation with governing bodies

*Revised: November 2022 by Britney Stewart, Eliane Sabatino, Tracey Marques  
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