

FEEDBACK, GRIEVANCES, ISSUES & CONCERNS

POLICY

It is the policy of Cook's School Day Care Inc that all feedback, grievances, issues and concerns pertaining to the operation of the organization, made by staff / home child care providers or families be addressed in a prudent and efficient manner and in good faith in what is believed the best interest of the organization.

PROCEDURES

FEEDBACK

- Families and staff / home child care providers are encouraged to offer ongoing feedback in a manner that best suits their personal style (in person, in writing, via email, by phone, etc.).
- A customer service survey is provided annually. The results are tallied and summarized. The summary includes steps taken or to be taken if changes are being made to enhance the program in response to feedback. The summary is provided to the board and made available for families and staff / home child care providers.
- Feedback forms are readily available on the website on the *Contact Us & Feedback* tab and at the entrance to the centre for those who choose that method of feedback.
- Our Program Statement supports our desire to foster the engagement of and ongoing communication with parents about the program and their children.

GRIEVANCES, ISSUE & CONCERNS

- Families and staff / home child care providers are encouraged to present concerns, issues and grievances to the attention of the administration in a timely fashion. Feedback forms are provided for your convenience if preferred.
- If a satisfactory settlement cannot be reached, the matter must be presented in writing to the president of the board of directors.
- The president of the board of directors may arrange a conference involving all parties involved to attempt to settle the concerns, issues or grievances.
- If the matter cannot be settled, the board of directors will appoint three board members to hear the concerns, issues or grievances and render a majority decision.
- Any concerns, issues or grievances concerning operational, physical, or safety standards of the service that is considered by Cook's School Day Care Inc to be of a serious nature must be reported to the Ministry of Education and the board of directors (refer to the Serious Occurrence policy).

RESPONSE GUIDELINES

All issues and concerns raised are taken seriously. 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 Person Who Raised the Issue Will...

- Be provided a level of detail that respects and maintains the confidentiality of all parties involved.
- Receive an initial response to an issue or concern within one business day.
- Be kept informed throughout the resolution process.

Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

CRITICAL ELEMENTS TO GUIDE COMMUNICATION SUCCESS

Listen. Make the most of feedback. Take time to hear the complete story. Connect with the person giving feedback or issuing a grievance, issue or concern by taking the time to ask pertinent clarifying questions. Help the person feel as though they have been truly heard. Reflect on and validate their emotions and how they are feeling.

Interpret. The person uses his/her own terminology and perspective when reporting a concern. Once the message is clarified and if appropriate (does not breach the confidentiality and privacy of the person), sharing the points with the entire team allows everyone to be closer to the learning experience. Everyone is responsible for quality and service.

Respond not React. A thoughtful response is necessary when addressing concerns. There are two aspects to this step that are equally vital: make it right with the person and improve quality. Avoid repetitive missteps to enhance the team's efficiencies and quality.

Monitor. After addressing the feedback, grievance, issues or concerns, observe subsequent interactions to determine if outcomes have been adjusted to meet desired goals. Regular monitoring and follow-up is necessary.

There is true value in feedback, grievances, issues and concerns if viewed as opportunities for growth on the journey to long-term, sustained success.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed. Our policies are maintained and updated regularly to reflect our practices, employees and best serve our customers.