

Home Child Care Policies and Procedures

Section: Office Protocol	Policy No: 2487159
Policy Title: Complaints- Parent Issues and Concerns	Revision Date: May 29, 2025

Authority:

Ministry of Education, CCEYA 2014
Manager, Home Child Care

Policy Statement:

That parents/guardians, Home Child Caregivers and staff have a clear understanding how to bring forward issues and concerns.

Policy Intent:

The purpose of this policy is to provide a transparent process for parents/guardians, Home Child Care licensee and staff to use when parents/guardians bring forward issues/concerns.

Definitions:

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each home child care agency it operates (i.e. the operator).

Home Child Caregiver: The individual with which the home child care agency has established an agreement for the provision of child care in their home premises.

Staff: Individual employed by the licensee (e.g. Home Child Care Consultant).

Procedures:

Parents/guardians are encouraged to take an active role in Home Child Care and regularly discuss what their child(ren) are experiencing with our staff and Home Child Caregivers.

As documented in our program statement, we support positive and responsive interactions among the children, parents/guardians, child caregivers and staff, and foster the engagement of, and ongoing communication with parents/guardians about the program and their children. Our consultants are available to engage parent/ guardians in conversations and support a positive experience during each interaction.

All issues and concerns raised by parents/guardians are taken seriously by Home Child Care 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 to the parent/guardian will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents/guardians within 2 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.

Confidentiality:

Every issue and concern will be treated confidentially and every effort will be made to protect the privacy of parents/guardians, children, home child caregivers, other persons in the home child care premises, staff, students and volunteers, 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 Family and Children’s Services).

Conduct:

Our agency maintains high standards for positive interaction, communication and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, home child caregiver and/or staff feel uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the Home Child Care Manager.

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 Family and Children’s Services (F&CS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to F&CS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

For more information, visit <http://www.children.gov.on.ca/htdocs/English/childrensaidthereportingabuse/index.aspx>

Documentation:

All correspondence and concerns will be recorded on OCCMS under case notes/communication log. Complaints will also be logged onto the Community Services Complaint Tracking DOCS# 2272286. Complaints are a standing agenda item on the Home Child Care Supervisors regularly scheduled meetings.

Escalation of Issues or Concerns:

Where parents/guardians are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing to the Home Child Care Management Team.

Issues/concerns related to compliance with requirements set out in the *Child Care and Early Years Act, 2014* and Ontario Regulation 137/15 must be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch.

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 Provider, Staff and/or Licensee in responding to issue/concern:	Steps for Parent and/or Guardian to Report Issue/Concern:
<p>Program-Related E.g.: schedule, toilet training, indoor/outdoor program activities, menus, etc.</p>	<ul style="list-style-type: none"> - Address the issue/concern at the time it is raised; or - arrange for a meeting with the parent/guardian within 2 business days. <p>Document the issues/concerns in detail. Documentation should include:</p> <ul style="list-style-type: none"> - the date and time the issue/concern was received; - the name of the person who received the issue/concern; - 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 or referral. <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 by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing.</p> <p>Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - Home Child Caregiver directly or - Home Child Care Consultant and/or licensee.
<p>General, Agency- or Operations-Related E. g: fees, placement, etc.</p>	<p>Same Steps as above.</p>	<p>Raise the issue or concern to:</p> <ul style="list-style-type: none"> - Home Child Care Consultant or licensee.

<p>Caregiver-, Staff- and/or Licensee-Related E.g.: conduct of caregiver, consultant, agency head office staff, etc.</p>	<p>Same Steps as above.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the individual directly <p>or</p> <ul style="list-style-type: none"> - the licensee. <p>All issues or concerns about the conduct of the caregiver or staff that puts a child’s health, safety and well-being at risk should be reported to the agency head office soon as parents/guardians become aware of the situation.</p>
<p>Related to Other Persons at the Home Premises</p>	<p>Same Steps as above.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the home child caregiver directly <p>or</p> <ul style="list-style-type: none"> - the Home Child Care Consultant and/or licensee <p>All issues or concerns about the conduct of other persons in a home child care premises that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>
<p>Student- / Volunteer-Related</p>	<p>Same Steps as above.</p>	<p>Raise the issue or concern to</p> <ul style="list-style-type: none"> - the person responsible for supervising the volunteer or student <p>or</p> <ul style="list-style-type: none"> - the Home Child Care Consultant and/or licensee. <p>All issues or concerns about the conduct of students/volunteers that puts a child’s health, safety and well-being at risk should be reported to the agency head office as soon as parents/guardians become aware of the situation.</p>

References/Appendix
DOCS# 2272286-Complaints Tracking Document
Ministry of Education Child Care and Early Years Act Regulatory Requirements: Ontario Regulation 137/15
DOCS#470812 - Serious Occurrence

Contacts:

Home Child Care 519-575-4400

Home Child Care Manager – Michelle Galloway 519 501 2738

mgalloway@regionofwaterloo.ca

Family and Children’s Services 519- 576-0540

College of Early Childhood Education

<https://www.college-ece.ca/en/Public/Complaints-process>

Region of Waterloo Public Health 519-575-4400

Ministry of Education

Email: childcare_ontario@ontario.ca

Licensed Child Care Help Desk: 1-877-510-5333