SECTION:	Other
POLICY:	Family Issues and Concerns
POLICY NUMBER:	7.1
EFFECTIVE DATE:	October 7, 2026
REPLACES:	September 21 2026

Family Issues and Concerns Policy and Procedures

Purpose

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

General

Parents/guardians are encouraged to take an active role in our child care centre and regularly discuss what their children are experiencing within our program. As outlined in our program statement, we support positive and responsive interactions among the children, parents/guardians and staff, and foster the engagement of and ongoing communication with parents/guardians about the program and their children. Our staff are available to engage parents/guardians in conversations and support a positive experience during every interaction.

All issues and concerns raised by parents/guardians are taken seriously by Social Enterprise for Canada. 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 5 business days. 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, 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 a Children's Aid Society).

Conduct

Our centre 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, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor and/or Director.

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, Youth and Family Services Act, 2017*.

For more information, read our Duty to Report Child Safety Policy or visit
http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx

Procedures

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:
Program Room Related E.g.: schedule, sleep arrangements, toilet learning, indoor/outdoor program activities, feeding arrangements, etc.	Raise the issue or concern to - the classroom staff directly or - the site supervisor or manager.	1. Address the issue/concern at the time it is raised or Arrange for a meeting with the parent/guardian within 2 business days or as soon as reasonably possible thereafter. 2. Document the issues/concerns in the Program Log Book if required or in the drives if the situation requires more privacy. Documentation may include: ○ 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. ○ It will be escalated to program Manager and/or Director if the person being notified is unable to address the matter. ○ Provide contact information for the appropriate person ○ Ensure the investigation of the issue/concern is initiated
General, Centre or Operations Related E.g.: child care fees, hours of operation, staffing, waiting lists, menus, etc.	Raise the issue or concern to - the site supervisor or manager.	
Staff~~,~~ Site Supervisor, and/or Director Related	Raise the issue or concern to - the individual directly or - the site supervisor or manager. All issues or concerns about the conduct of staff, that puts a child's health, safety and well-being at risk should be reported to the site supervisor as soon as parents/guardians become aware of the situation.	

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:
Student/Volunteer Related	Raise the issue or concern to - the staff responsible for supervising the volunteer or student or - the site supervisor or manager. All issues or concerns about the conduct of students and/or volunteers that puts a child's health, safety and well-being at risk should be reported to the supervisor as soon as parents/guardians become aware of the situation.	by the appropriate party within 2 business days or as soon as reasonably possible thereafter. Document reasons for delays in writing. ○ Provide a resolution or outcome to the parent(s)/guardian(s) who raised the issue/concern.

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 Cathy Davad, Manager, Licensed and Regulated Childcare at the **Social Enterprise for Canada Head Office:**

By Phone Direct: 289-383-7383
By Email: cathy.davad@socialenterprise.ca
By Fax: 905-953-8241
By Mail: 1220 Stellar Drive, Unit 201, Newmarket, ON L3Y 7B9

Issues/concerns related to compliance with 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.