

*Centre de la petite enfance de McGill*  
*McGill Child Care Centre*

**Complaint Policy & Procedure**

Approved by the Board of Directors: 2014  
Last Updated: 2019

### **Policy Statement**

At CPE McGill, every effort is made to foster open, honest and respectful communication. However, a situation may arise where an individual is dissatisfied and wishes to file a formal complaint. The following procedure has been adopted to address such incidents, should they occur.

The person designated to handle complaints is the Executive Director, with the exception of a complaint that refers to her/him directly. In such an instance, the President of the board shall receive and handle the complaint.

All formal complaints are to be submitted in writing and are handled using the following procedure:

- 1) A file is opened.
- 2) The written, signed formal complaint is entered into the file.
- 3) Relevant information is recorded onto the "Record of Complaint and Follow-up" form (appendix 1). This form is placed in the complaint file.
- 4) The complainant receives a written confirmation of receipt.

### **Examination and Treatment of a Complaint**

When a complaint is received the director examines the nature of the complaint in order to determine how to handle it.

*Where the complaint concerns an abuse, mistreatment, an assault, physical or verbal abuse, or any other event of this nature, of a child:*

*If the complaint is judged to be unfounded* the complaint file is closed and the persons concerned are verbally informed of such.

*If the complaint is judged valid*, the director prepares a written report and the file is then transferred to the President of the board as chair of the ad-hoc complaint committee. Depending on the situation, the complaint committee may either:

1. Communicate with the persons concerned to identify ways of correcting the situation and to ensure that it does not recur, or
2. Determine what measures are to be taken, including the possibility of dismissing or suspending the employee or cancelling the childcare agreement with the parent.

### **Filing of Complaints**

All complaints received by the CPE, as well as those documents demonstrating the actions taken to correct the infringements are confidential and kept under lock and key. Only the director and the Board of Directors may have access to these documents in order to carry out the mandates conferred on them by law.

The reports of complaints that were founded, including follow-up actions that were taken, are placed in the complaint file.



**3. Decision Concerning Whether or Not to Retain the Complaint**

Complaint treated by: \_\_\_\_\_

Complaint not retained: \_\_\_\_\_  
Reasons:

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Complaint Retained:

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\_\_\_\_\_

**Follow-up on the Complaint**

Actions taken:

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\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
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