

*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:***

The Department of Youth Protection (DYP), (refer to the procedure in the guide, *Negligence et mauvais traitements envers les enfants: prévention et intervention en service de garde* (published by the M.F.A.) is to be signalled. The complainant then co-operates with the representatives of agencies concerned regarding the complaint.

***If the complaint concerns a fact or situation concerning the centre or one of its employees:***

The director decides on the validity of the complaint and on what has to be done in order for the situation to be dealt with within a reasonable time frame. If the complaint is retained, the file is then transferred to the President of the board as chair of the ad-hoc complaint committee. In rare circumstances the situation may be referred to the M.F.

***If the complaint concerns an event or situation which does not constitute an infringement of the Law or the Regulations, and is a situation that does not pose a risk to the health, safety or well-being of the children:***

The person making the complaint is invited to resolve the issue with the person concerned. The director offers assistance to the parties to help resolve the issue and the complaint file is closed.

***If the complaint concerns an event or situation that does violate the Law or the Regulations, and/or is a situation that poses a risk to the health, safety or well-being of the children:***

The director meets with the complainant to determine the nature of the problem. Based on the results of this meeting, the complaint is either judged to be valid or unfounded.

*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.

APPENDIX I

**Record of Complaints and Follow-up**

**1. Identification**

Complaint Number: \_\_\_\_\_

Date Complaint Received: \_\_\_\_\_ 20\_\_\_\_

Time Complaint Received: \_\_\_\_\_

Complaint Received by: \_\_\_\_\_

Name of the Person Making the Complaint: \_\_\_\_\_

Telephone number \_\_\_\_\_

Address: \_\_\_\_\_

Name of the Person in Question: \_\_\_\_\_

**2. Complaint Details**

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

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

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

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

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

Complaint Retained:

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

Follow-up on the Complaint

Actions taken:

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

**4. Findings:**

Complaint Unfounded:  
Insufficient Proof: \_\_\_\_\_  
Misunderstanding: \_\_\_\_\_  
Other: \_\_\_\_\_  
  
Complaint Founded: \_\_\_\_\_

**5. Action Taken to Correct the Situation**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**6. Follow-up**

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**7. Report made to the Board of Directors**

Date: \_\_\_\_\_ 20\_\_\_\_\_

Decision:

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**8. Copy forwarded to the Director of the CPE:** \_\_\_\_\_

**9. Complaint File Closure**

Date: \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
**Signature of the person responsible for handling the complaint**