

Children's Circle Montessori School

Parent Issues and Concerns Policy and Procedures

Date Policy and Procedures Established: September 6, 2011

Date Policy and Procedures Updated: September 1, 2024

Purpose

This policy is intended to fulfill the obligations set out under Ontario Regulation 137/15 for addressing Parent's issues and concerns.

Policy and Procedures

Children's Circle Montessori School welcomes open, clear, and calm communication.

If a parent has an issue and/or concern regarding their child as he or she relates in the classroom, the parent may communicate with the Lead Classroom Teacher. There is little time to communicate at drop-off time or at pick-up time. The parent may call the school, at 905-609-6900, in the early afternoon to ensure proper coverage in the classroom. If the topic requires further communication, the parent may arrange a meeting with the Lead Classroom Teacher. Depending on the topic, Daniela Purves, Owner/Operator, or the designated Supervisor may join the meeting.

If the parent has an issue and/or concern regarding the school's policies and/or procedures, the parent may communicate with Daniela Purves. The parent may e-mail: info@childrenscirclemontessori.com. If the topic requires further communication, the parent may arrange a meeting. Depending on the topic, other staff members may join the meeting.

All issues and concerns should come forth through a parent verbally or in writing. Communication through other family members may be challenging as messages may not be conveyed as intended. In addition, parents must be fully aware of any communication concerning their child.

Steps in responding to an issue and/or concern:

Issues/concerns brought forth verbally will be addressed at the time it is raised. Issues/concerns brought forth in writing will be addressed within 1 business day. If necessary, meetings/phone calls will be arranged within 2 business days. The parent will be advised if it is not possible to keep within these response times.

The details of the issue/concern will be recorded: date, time, parties involved, and steps taken to resolve the issue/concern. Details of the communication will be kept in the school.

Referral to another organization will be provided if the parent needs additional support.

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 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 and Family Services Act*.

Regulatory Requirements: Ontario Regulation 137/15

Parent issues and concerns

45.1 Every licensee shall ensure that there are written policies and procedures that set out how parents' issues and concerns will be addressed, including details regarding,

- (a) the steps for parents to follow when they have an issue or concern to bring forward to the licensee;
- (b) the steps to be followed by a licensee and its employees in responding to an issue or concern brought forward by a parent; and
- (c) when an initial response to the issue or concern will be provided. O. Reg. 126/16, s. 31.

Parent handbook

45. (1) Every licensee shall have a parent handbook for each childcare centre or home childcare agency it operates which shall include,

- (a.2) a copy of the licensee's policies and procedures required under section 45.1 regarding how parents' issues and concerns will be addressed.