# Parent Issues and Concerns Policy and Procedures

Name of Home Child Care Agency: Click here to enter text.

Date Policy and Procedures Established: Click here to enter text.

Date Policy and Procedures Updated: Click here to enter text.

## Policy

[add policy statements here, including:

* The timeframe in which an initial response to a parent or guardian’s issues and concerns will be provided]

### 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](http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/CASLocations.aspx) (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*.

For more information, 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 Issues/Concerns: |
| --- | --- | --- |
| [add common types of issues and concerns] | [add the steps for parents to follow when they have an issue or concern to bring forward] | [add the steps for the provider, staff and the licensee to follow when responding to an issue or concern brought forward by a parent/guardian] |

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 child care centre or home child care 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;

Intent

This provision is intended to provide licensees and parents with a clear and transparent procedure to follow when a parent has brought forward an issue or concern they wish to have addressed by the licensee.

**Disclaimer:** This document is a template that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15.  It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each home child care agency it operates and each premises where the licensee oversees the provision of home child care.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry’s authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.