

Mini-Skool 'A Child's Place' Inc.	Parents – Conflict Resolution Policy	REVISION: <u>March 30, 2020</u> APPROVED BY: <u>Gillian D'Souza</u> ISSUE DATE: <u>August 25, 2016</u> Page 1 of 3
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POLICY STATEMENT: Mini-Skool is committed to providing excellent customer service to all clients. In doing so, we endeavour to address all issues or concerns brought to our attention in an amicable, fair and equitable manner to the best of our ability.

PURPOSE - To guide procedures over concerns and complaints.

Mini-Skool's approach for handling concerns and complaints is based on our values of:

- Providing a safe and supportive learning environment
- Building relationships between parents and staff
- Providing a safe working environment for all staff

Definition of a Complaint: any expression of dissatisfaction about any aspect of the care or service provided to Mini-Skool's clients. For a complaint to be valid, it cannot be anonymous.

GUIDELINES

Expectations

Mini-Skool expects a person raising a concern or complaint to:

- Do so promptly, as soon as possible after the issue occurs
- Provide complete and factual information about the concern or complaint
- Maintain and respect the privacy and confidentiality of all parties
- Acknowledge that the common goal is to achieve an outcome acceptable to all parties
- Act in good faith, and in a calm and courteous manner
- Show respect and understanding of each other's point of view and value difference, rather than judge or blame
- Recognise that all parties have rights and responsibilities which must be balanced

Mini-Skool will address any concerns and complaints received from parents:

- Courteously
- Efficiently
- Fairly

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- Within 48hours (2 business days) or the timeline agreed with the person who has the concern or complaint

Managing parent concerns and complaints information

Mini-Skool will record all complaints received, even if the complaint appears to be minor on the Parent Complaints/Concerns Document.

PROCEDURES FOR PARENTS

We anticipate that most concerns will be resolved quickly by an informal approach with the appropriate member of staff (your child's classroom teachers). If this does not achieve the desired result or if the matter is not appropriate for an informal approach, the following procedure for dealing with your concerns are listed below:

- 1) When an issue or concern arises, approach the Director or Assistant Director to discuss and document the issue/concern.
- 2) Allow sufficient time for the Director/Assistant Director to thoroughly investigate the issue/concern and follow up with you.
- 3) The Director/Assistant Director may contact you by phone or arrange a meeting to further discuss the issue/concern in terms of resolutions.
- 4) If you are not satisfied with the proposed resolution, then the Director or Assistant Director will forward the complaint to the Director of Operational Support. Upon further review, the Director of Operational Support may decide to arrange a meeting to mediate a favourable resolution where possible or otherwise depending on the complaint.

PROCEDURES FOR MINI-SKOOL STAFF

- 1) The Director or Assistant Director will document parent concerns/complaints and investigate. The investigation may include written statements from parties involved.

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- 2) Once the investigation is completed, the Director/Assistant Director may contact by phone or arrange to meet with the parent(s) to discuss the concern/complaint and remedy the matter. The meeting may involve other parties like the employee(s) in the respective classroom for clarification or support.

COMMUNICATION

Mini-Skool will make this policy readily available to parents upon enrollment.

CONFIDENTIALITY

Mini-Skool will ensure the confidentiality of all correspondence relating to any complaint, issue or concern from any parent.