

## **PROCEDURES FOR TREATING COMPLAINTS**

If parents have concerns with respect to their educator or the Management, the parents must address these concerns to the person concerned.

If the concerns persist or get worse, the parents must address the Management when it concerns an employee. If it is concerning the Management the parent must put it in writing addressed to the Board of Directors and hand it in to the Management. If the concern is related to the health, safety and well being of the child, we are obligated to address it with the person concerned.

Each complaint is put in writing and bears the signature of the person making the complaint and will be verbally addressed to the person concerned.

Each complaint must be analysed by the ECC Management and/or the Board of Directors.

A follow-up will be done with the people concerned (parent/staff/etc...).

Anyone can make a complaint to the MFA if they feel that the permit holder of the ECC is not obeying the Law sur les services de garde éducatifs à l'enfance.