

## COMPLAINTS MANAGEMENT

Procedure for problems or concerns:

- If you are experiencing a problem or have a concern a team member, staff or management of the ECC, you must first and foremost talk to them;
- Any problems or concerns can be discussed verbally with the team member.
- If the problem persists or worsens, a complaint must be formally made in writing, with details.
  - A delay of 1 month following the events or situations must be respected.
- When the problem or concern is related to the health, safety and well-being of the children, we are obliged to address it to the person concerned and put in place the procedures that apply depending on the nature of the complaint...

Complaint procedure:

- In the case of a staff member, you must contact management.
- In the case of management, you must address your complaint in writing to the Board of Directors.
- The written complaint must be delivered to management in a sealed envelope marked: Complaint to the Board of Directors.
- All complaints must bear the signature of the complainant.
- The person concerned in the notice of complaint will be informed and will have the right to reply.
- All complaints will be analyzed by management and/or the Board of Directors.
- Depending on the nature of the complaint, a mediation meeting may be offered between the parties. Any person may file a complaint with the MFA (Ministère de la Famille) when he or she has reason to believe that the ECC's permit holder (Board of Directors) is failing to fulfill his or her obligations or a duty imposed by the Act respecting educational childcare services or by one of its regulations.