



# Family Concern/Complaint Process

Our Children, Our Future/Nos enfants, notre avenir (OCOF/Nena)'s goal is to provide families with quality and respectful services. From time to time, situations occur where families feel they need to express their concerns and or complaints.

The following process has been developed to help families resolve conflicts or difficult situations and provide OCOF/Nena an opportunity to respond and improve their services.

## **Option #1**

### **Step #1**

We would encourage you to discuss your complaint directly with the staff member. If a solution to your complaint is not satisfactorily resolved at this stage, you can ask to speak to the Supervisor/Manager.

The Supervisor/Manager will work with you to try and find a solution to your complaint. The Supervisor/Manager will conduct a review of the situation within 5 working days. If the situation is still not resolved to your satisfaction you can request to speak to a Director, moving to Step #2 or Step #3 as applicable.

### **Step #2**

The appropriate Director will conduct a review within 5 days of receiving the complaint. If the situation still remains unresolved, you can speak to the Executive Director, moving to Step 3.

### **Step #3**

The Executive Director will conduct a review within 10 days of receiving the complaint. If the Executive Director is unable to find a resolution, it will be sent to the President of the Board of Directors, moving to Step 4.

### **Step #4**

The President of the Board along with the Executive Director will meet with you within 2 weeks to attempt to resolve the issue. Within 10 days of this meeting, the Board's decision will be communicated to you in writing. If this final step does not bring about a satisfactory resolution to the situation, the President of the Board will advise you in writing the steps to an external complaint process.

## **Option #2**

Complete the online Family Concern/Complaint Form. This form can be submitted anonymously, however if you are expecting a response, please provide your name and contact number. Submit the form to the email address indicated on the form.

If you choose to have your complaint reviewed outside of the organization, you can direct your concern to any of the following:

**City of Greater Sudbury**  
Director, Children's Services  
705-671-2489

**Manitoulin-Sudbury District Services Board**  
Director, Children's Services  
705-862-7850

**Ministry of Education**  
Early Years Division  
1-877-510-5333 or  
childcare\_ontario@ontario.ca

You may also contact your local MPP 's office in your jurisdiction.

You may suspect that the subject of your concern/complaint is a violation of the Code of Ethics and Standards of Practice. In that case, you may contact the College of Early Childhood Educators at: [info@college-ece.ca](mailto:info@college-ece.ca).