

KENORA DISTRICT SERVICES BOARD
POLICY and PROCEDURE

TITLE: COMPLAINTS PROCESS		SECTION: CHILD CARE SERVICES	
DATE: September 6, 2001		POLICY NO.: KDSB-CCS-I-02	
APPROVED BY: Resolution No. 2001-80		AMENDED BY:	

PURPOSE

To ensure a formal process is in place to address complaints pertaining to child care services.

POLICY

1. The Board will receive oral or written complaints for funding problems, service system management problems and any complaints related to resource centres or special needs programs other than licensing.
2. Complaints will be documented and sent to the Director of Child Care Services or her/his designate for action. The Director can be reached by calling (807) 223-2100, Ext. 2224 or by fax at (807) 223-6500.
3. Complaints may be shared between MCSS and the KDSB on a "need to know" basis. Copies of the complaint intake form and the follow-up form may be shared between MCSS and the KDSB where appropriate.
4. Complaints related to all licensing matters and illegal operators should be directed to the Ministry of Community and Social Services District office.

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COMPLAINTS PROTOCOL AND POLICY

Name (if given):	Name of Service Provider:
Date:	Address:
	Telephone Number:
FULL DESCRIPTION OF THE REPORTED COMPLAINT:	
<input type="checkbox"/> What happened?	
<input type="checkbox"/> Client's allegation (if applicable):	
<input type="checkbox"/> When and where it happened?	
<input type="checkbox"/> When it was reported, to whom, by whom?	
<input type="checkbox"/> Action taken:	
<input type="checkbox"/> Current status / condition:	
<input type="checkbox"/> Who was notified?	
<input type="checkbox"/> Further immediate / future action proposed:	
Report Completed By:	Date:

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SUMMARY AND ANALYSIS OF COMPLAINTS FORM

Name of Delivery Agent:				
Period Covered:				
		Check One of the Options Below		
Date of Complaint	Type of Complaint	No Further Action	Service Provider Review	Delivery Agent Review

ADDITIONAL INFORMATION:

Signed by Child Care Administrator: _____

Date: _____