

## **CONFLICT RESOLUTION POLICY**

At Yonge Hearts Child Care Centre we strive to support communication and positive relationships with families. The purpose of this policy is to support open discussions between Yonge Hearts' staff and families through a fair and transparent process. The policy will set out clear and consistent standards to ensure that conflicts are addressed in a timely and transparent manner. Every attempt will be made to handle conflicts with sensitivity, ensuring that confidentiality is maintained.

The procedure for conflict resolution is as follows:

1. The individual who has a problem or concern should first discuss the issue with the other individual(s) involved and attempt to arrive at a solution that is mutually agreeable.

Problems that concern activities within the classroom should be discussed first with the E.C.E. teachers(s) assigned to the class. Problems with respect to the administration of the centre should be discussed with the Director. In most instances, problems are resolved through mutual discussion and generation of agreeable courses of action.

2. If a problem cannot be satisfactorily resolved through discussion between the parties involved, a formal complaint may be lodged.

Formal complaints must be presented in writing to the Director, with a copy to the other individual(s) involved, except where the Director is the complainant or is the individual with whom the problem was first discussed in step 1, in which case the written complaint is presented to the President of the Board. Formal written complaints will be responded to within 7 business days following the receipt of the complaint.

3. The Director or the President will investigate the complaint and discuss it with the individuals involved. Every attempt will be made to reach a solution that is mutually agreeable to the parties involved.
4. If an agreement cannot be reached, the complaint is referred to the Board of Directors. All parties involved will be given an opportunity to present their views, which will be taken into account by the Board in arriving at a decision regarding the most appropriate solution.

5. If the complainant is not in agreement, or considers the decision unjust, an appeal can be forwarded to the next meeting of the Board of Directors. The decision of the Board of Directors will be final.

An individual with a conflict may, instead of following the formal complaint process, request third party facilitated problem resolution, whereby the individuals involved discuss and attempt to resolve the problem with the assistance of a qualified resource person who is not involved with the problem. Requests for third party facilitation should be directed to the Board of Directors.

A complaint may be withdrawn at anytime. Formal complaints must be communicated to the Board of Directors by the Director, along with the outcome of the process. It is understood that any individual who elects to use this procedure will be treated courteously at all times.

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