



Larch Street Kids Child Care Centre

HVAC: How to Voice a Concern Policy

Revised: July 2018

How to Voice a Concern: Sequential Steps when Voicing a Concern

In order to ensure all concerns are heard and addressed in an appropriate manner, the following steps are to be taken when voicing a concern.

1. Parents/staff are to contact their Site Supervisor and discuss the matter with him/her. Contact information can be found below as well as on our website: www.larchstreetkids.com.
2. If the Supervisor is unable to handle the concern to your satisfaction or in a timely manner, parents/staff are to contact the Registrar, Kim Carniello.
3. If the Registrar is unable to handle the concern to your satisfaction or in a timely manner, parents/staff are to contact the Executive Director, Sherri Cole.
4. If a **policy breach** has occurred and has not been rectified by the Executive Director, parents are to contact the Board of Directors at the contact number below.

We ask you to provide all concerns in writing in order to ensure your concerns are properly addressed.

Contact Information:

STEP 1 – Site Supervisor

<u>Site</u>	<u>Alexander Kids</u>	<u>Site</u>	<u>Beattie Kids</u>	<u>Site</u>	<u>Larch Street Kids</u>
Name	Heather Reid	Name	Kyrie Stevens	Name	Angela Riley
Designation	Supervisor	Designation	Supervisor	Designation	Supervisor
Email	hreid.lsk@eastlink.ca	Email	kstevens.lsk@eastlink.ca	Email	ariley.lsk@eastlink.ca
Phone	705.671.3695	Phone	705.522.8963	Phone	705.688.8600
<u>Site</u>	<u>Princess Anne Kids</u>	<u>Site</u>	<u>Northeastern Kids</u>		
Name	Lisa Moggy	Name	Jordan Carriere		
Designation	Supervisor	Designation	Supervisor		
Email	princessanne.lsk@eastlink.ca	Email	northeastern.lsk@eastlink.ca		
Phone	705.586.0699	Phone	705.693.3767		

STEP 2 -

Registrar

Registrar:

Kim Carniello

(Email): kcarniello.lsk@eastlink.ca

STEP 3 – Executive Director

Executive Director:

Sherri Cole

(Email): scole.lsk@eastlink.ca

(Phone): 705.688.8602

POLICY BREACH – Board of Directors

Contact information provided by

Sherri Cole.



How to Voice a Concern: Expectations from Both Parties

Expectations from parent/staff a concern:

- All concern must be raised in a respectful manner
- The use of foul, inappropriate or abusive language will not be tolerated

Expectations from staff receiving a concern:

- All concerns will be handled respectfully and confidentially
- All concern will be handled in a timely manner

How to Voice a Concern: How Concerns will be Handled

