

NIPISSING DISTRICT QUALITY ASSURANCE PROGRAM  
**COMPLAINT/CONCERN RECEIVED - SITE VISIT REPORT**  
**SUPPORTING DOCUMENT FOR LICENSED CHILD CARE PROGRAMS**

The following information is intended to support early years and child care professionals in gaining a better understanding of the process followed by DNSSAB’s Children’s Services Team when complaints or concerns are received.

Although traditionally viewed as something negative, it’s important to recognize and understand that all complaints and concerns received by DNSSAB are viewed as a form of constructive feedback of the individual’s experience of the service received. Although at times, it may feel like a complaint or concern is not fully justified, all feedback received provides DNSSAB and its partners with excellent insight into what others think about the programs and services that are being delivered and the opportunity to reflect, change or adjust something that may not be working.

This process is intended to ensure that appropriate follow-up is made with the individual who brought forward the complaint or concern with the identified program. The goal is to resolve the complaint or concern as quickly as possible by finding the best solution for all parties.

Ultimately this process is intended to support the agency’s ongoing journey to continuous quality improvement.

<b>AGENCY-SITE:</b>	<b>DATE:</b>
<b>PROGRAM STAFF:</b>	<b>PROGRAM:</b>

When in receipt of a complaint letter/email or phone call, a Children’s Services team member will contact the individual to discuss their concern/complaint. The aim of this is to ensure that there is an understanding of exactly what the issues are and what the individual is seeking as an outcome.

Depending on the nature of the complaint/concern brought forward, follow-up site visits may be announced or unannounced. The intent of the site visit is to gather as much information as

possible, to ensure that all details are gathered in order to appropriately respond to the concern brought forward and find solutions that will meet the needs of all parties involved.

**ANNOUNCED VISIT**

**UNANNOUNCED VISIT**

#### **DETAILS OF COMPLAINT OR CONCERN RECEIVED**

The information provided in this section is to help the agency understand exactly what the issues are. Although we recognize that a transparent approach is always best, it's important to note that the Children's Services Team may not always be in the position to share the source of the complaint or concern, however this section will provide the agency with as many relevant details as possible.

#### **OBSERVATIONS**

**TIME OF VISIT:** Visit duration will be documented (arrival and departure).

This section will be used to document general observations made during the site visit which in turn are intended to support the gathering of information in order to complete the appropriate follow-up regarding the complaint/concern received.

#### **EDUCATORS' COMMENTS**

The Quality Assurance Program Specialist will document relevant information related to the complaint or concern received from the Educators in the program.

#### **SUPERVISOR'S COMMENTS**

All comments shared by the Supervisor regarding the complaint or concern will be documented in this section by the Quality Assurance Program Specialist.

## ACTION PLAN

The intent of this section is to provide the agency's Educators and Supervisor the opportunity to reflect on the complaint/concern that was brought forward and to provide possible solutions in mitigating the concern or issue that was brought forward.

**Sample Questions for Reflection:** It's important to note that these questions are intended to be a guide in support of reflective practice and a solution based approach.

- If there was one thing that our Team could do differently, what would that be?
- In what ways can our team view the complaint/concern received as a form of constructive feedback in order to support our agency's journey to continuous quality improvement?
- Have any barriers been presented as a concern? If so, what adaptations and changes can be made to eliminate these barriers?
- What suggestions or solutions could our Team bring forward in order to potentially avoid future complaints/concerns of this nature?
- Are there any policies or practices that could be put in place or reviewed in order to avoid future complaints/concerns of this nature?
- Moving forward, what can our Team do to better support children and their families?
- How can our Team improve our communication with families attending our program in order to avoid complaints/concerns of this nature in the future?
- As a team what goals can we set in our program in order to ensure that we are meeting the needs of all children and their families?
- Are there any other supports/resources or information that we would benefit from having? Can our QAPS support us with this? If not, who could?

Please return this document to [quality@dnssab.ca](mailto:quality@dnssab.ca) by xx.

The child care team will be provided with a week to complete the section described above: Action Plan. Once the document has been completed, it is to be returned to the Quality Assurance Program Specialist. A follow-up site visit will be scheduled with the Supervisor and team members (whenever possible but strongly recommended) in order to discuss this section once it has been completed by the agency.

## ADDITIONAL FOLLOW-UP REQUIRED

The Children's Services Team's goal is to help facilitate the best possible outcome for all involved. This will also ensure that appropriate follow-up is completed with the complainant. The intention is to resolve the complaint or concern and quickly provide possible solutions that will meet the needs of all parties.

Any additional follow-up supports or resources required will also be documented in this section.

At any given time, if additional support, resources, tools, or guidance is required by any team member, the Quality Assurance Program Specialists may be contacted by email at [quality@dnssab.ca](mailto:quality@dnssab.ca).

NAME	SIGNATURE	DATE
PROGRAM SUPERVISOR:		
EDUCATOR:		
EDUCATOR:		
EDUCATOR:		
DNSSAB QUALITY ASSURANCE PROGRAM SPECIALIST:		

COPY FORWARDED TO AGENCY	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Should you have any questions or require additional information, please do not hesitate to contact our team by emailing us at [quality@dnssab.ca](mailto:quality@dnssab.ca)

*Wishing you great success on your journey to continuous quality improvement!*  
*DNSSAB's Children's Services Team*