

Policy 21. Grievances and Dispute Resolution

- Related Policies: 14.3. Chain of Communication

21.1. Minor concerns

- Parents are welcome to discuss any concerns with the staff, Director, or Board at any time. We have an open door and encourage you to ask questions.

21.2. Complaints

- All complaints will be directed to Director to discuss what can be done to rectify or correct the situation. Open and honest communication helps to clear up concerns. Working together, with the child's best interest in mind, most concerns or complaints can be cleared up.

21.3 Disputes or Controversies

- Disputes or controversies among families, staff, director, board members, or volunteers are as much as possible to be resolved in accordance with mediation and/or arbitration as provided herein.
- All grievances must be received in writing per email or letter. All grievances must be signed by the griever. Grievances received via hearsay, conversation, or on social media will not be addressed.
 - Board E-mail address: stockholmcommunitydaycare@gmail.com
 - Director E-mail address: kyla@stockholmcommunitydaycare.com
 - Mail: Box 130 Stockholm, SK S0A 3Y0
- If a staff, parent, or community member has a complaint or concern, they are to follow the outline below:
 - 1. Arrange a meeting with Director to discuss concern or complaint
 - 2. If not satisfied, they may contact the Board of Directors outlining their complaint. Board shall respond in writing within 7 days from next regularly scheduled Board meeting.
 - 3. If not satisfied, they may request to attend next regularly scheduled Board meeting to discuss their concern.
- The Director and Board will work to have concerns resolved in a timely manner

21.3.1. Mediation

- In the event that a dispute or controversy among families, staff, director, board members, or volunteers is not resolved in private meetings between the parties, then without prejudice to or in any other way derogating from the rights of those involved as set out in the articles, by-laws or the Act, and as an alternative to such person instituting a lawsuit or legal action, such dispute or controversy shall be settled by a process of dispute resolution as follows:
 - a. The dispute or controversy shall first be submitted to a panel of mediators whereby the one party appoints one mediator, the other party (or if applicable the Board) appoints one mediator, and the two mediators so appointed jointly appoint a third mediator. The three mediators will then meet with the parties in question in an attempt to mediate a resolution between the parties.

- b. The number of mediators may be reduced from three to one or two upon agreement of the parties.
- c. If the parties are not successful in resolving the dispute through mediation, then the parties agree that the dispute shall be settled by arbitration before a single arbitrator, who shall not be any one of the mediators referred to above, in accordance with the provincial or territorial legislation governing domestic arbitrations in force in the province or territory where the registered office of the SCD is situated or as otherwise agreed upon by the parties to the dispute. The parties agree that all proceedings relating to arbitration shall be kept confidential and there shall be no disclosure of any kind. The decision of the arbitrator shall be final and binding and shall not be subject to appeal on a question of fact, law or mixed fact and law.
- d. All costs of the mediators appointed in accordance with this section shall be borne equally by the parties to the dispute or the controversy. All costs of the arbitrators appointed in accordance with this section shall be borne by such parties as may be determined by the arbitrators.