

GRIEVANCE / COMPLAINT PROCEDURE

In the event of misunderstandings, personality conflicts, or specific complaints against the center staff or about the center policies, parents are encouraged to contact the Director via telephone , e-mail, or speak with the director in person to remedy such problems. Complaints may also be aired at parent's meetings in order to discover if other parents have similar complaints and to work on positive solutions. Good communication and interpersonal relationships make problem solving much easier. Please take the time to get to know the staff and to let them get to know you.

Day Care Licensing

At any time, parents are able to call Alberta Children's Services for information or to address concerns. The phone number is (780)427-0444, and ask to speak to the intake Licensing Officer.