

## RIVERBEND MONTESSORI COMPLAINT PROCESS

With our promise to ask for and be responsive to your point of view, Riverbend Montessori would like to present to you our framework for handling complaints and concerns you may have regarding the child care program in which your child is enrolled.

In the event that you do have a concern or complaint, we encourage you to let us know by using the following complain system:

Contact the Director of the Centre either personally or by phone. This individual is here to respond immediately to your complaint and/or talk to their supervisor to discuss the situation.

If any complaints pertaining to licensing concerns have not been adequately dealt with by Riverbend Montessori after contacting the Director, parents may contact Regional Day Care Licensing Office at:

7th Floor - 108 St. Building  
9942 - 108 St.  
Edmonton, Alta. TSK 2JS  
Phone: 427-0444

When a complaint is made to the Regional Day Care Office, please be aware:

The identity of the complainant will not be divulged to the license holder.

The complaint will be investigated by a licensing officer.

Written complaints will be responded to in writing by the Regional Licensing Office.

Complaints can be made anonymously.