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## **Stratford Canada-Wide Early Learning and Child Care (CWELCC) Dispute Resolution Process**

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### **Background**

The Ministry of Education's Ontario Child Care and Funding Guidelines requires that Service System Managers have a local dispute resolution process in place that is publicly posted to allow for child care operators to bring forward issues regarding CWELCC eligibility and funding decisions. Child care operators must follow the Service System Manager's local dispute resolution process before bringing forward issues regarding CWELCC eligibility and funding decisions to the ministry.

### **Process**

Child care operators or applicants who would like to appeal a CWELCC eligibility or funding decision must submit a Request for Review of Decision Form within ten business days of the original decision.

Once the form has been submitted, the Manager of Children's Services will draft a review summary consisting of background documents, statements related to the appeal, and the policy and Ministry of Education guidelines which was used to make the decision.

Once a Request for Review of Decision has been received, the review body must meet within thirty days.

## **CITY OF STRATFORD CWELCC DISPUTE RESOLUTION PROCESS**

The review body shall consist of three City of Stratford management staff. The members of the review body:

- cannot have participated in the original decision
- cannot have discussed the matter with the decision maker prior to the review
- must have knowledge of the Child Care and Early Years Act, 2014

Once a decision has been made by the review body, the decision must be communicated to the child care operator or applicant who requested the review in writing within ten business days. This decision should be completed and signed by the Manager of Children's Services.

### **Definitions**

"Child Care Operator" means a corporation or an individual who operates a licensed child care program or a home child care agency, to provide care for children from birth to 12 years of age as outlined in the Ministry of Education License to Operate a Child Care Centre. Licensed child care programs are regulated under the *Child Care and Early Years Act, 2014*.

"Service System Manager" means a municipality or district social services administration board designated by the as a service system manager under the *Child Care and Early Years Act, 2014*. Service System Managers play a central role in the planning, funding, administration and operation of early years and licensed child care services in Ontario.

### **Relevant Documents and Legislation**

- Child Care and Early Years Act, 2014
- Ontario Child Care and Early Years Funding Guidelines
- City of Stratford CWELCC System Priority Areas for Directed Growth Report
- City of Stratford Children's Services Funding Guidelines for Child Care Operators