



The Early Childhood Commission

Title: Standard Operation Procedures Manual

Document Number: ECC/REG/SOPM/001

Issue Date: 30/06/2021

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PROCEDURES FOR MAKING COMPLAINTS TO THE COMMISSION

Who can make complaints to the commission?

All citizens of Jamaica have the right to register complaints regarding any irregularities/breaches of the Early Childhood Act (2005), occurring in an early childhood institution to The Early Childhood Commission.

Section 9 of this act speaks specifically to complaints procedures.

All complaints must be submitted in writing to the Commission. If a call is made to register a complaint, a written complaint must be presented to the commission after this call has been made.

Under what circumstances can you make complaints?

If for any reason you believe that a child at any early childhood institution has been abused or harmed by the operator or employee of the institution, then you have the right to make a complaint to the commission.

What happens after the commission receives a report?

- A) The commission assigns an inspector to carry out an investigation.
- B) The complainant is then given a written notice as proof that a complaint has been received.



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- C) The operator of the early childhood institution is given a written notice informing them of the intention to conduct an investigation.
- D) The inspector carries out the investigation and discusses the matter with the complainant, the operator and the employee of the institution that is involved in the complaint.
- E) After discussions with the relevant persons, the inspector submits a report of the findings to the commission. The commission then issues a copy of the report to the complaining party, the operator and any employee of the early childhood institution

WHAT IS CONTAINED IN THIS REPORT?

- 1) All the facts and details surrounding the complaint.
- 2) The recommendations of the inspector, if the matter can be remedied.
- 3) The time period in which the recommendations must be put in place.

WHAT HAPPENS NEXT?

Any of the persons involved in the complaint can request a meeting with the commission, at which time he/she can be accompanied by his/her Attorney-at-Law. However, this request must be made within the time period specified by the commission (usually a minimum of seven days).

FINALLY

After the required period has expired, the Commission may dismiss the complaint



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or confirm the complaint and direct the implementation of the recommendations.

Now that you know the procedures for making complaints to the commission, we are assured that you will work with us to make all early childhood institutions in Jamaica safe and suitable for our children.