



Policy and Procedure of Complaints/ Comments

Complaints/Comments

Principle

Open communication and feedback are essential for the delivery of a quality childcare facility.

Statement of Intent

It is the policy to welcome children's and parents' comments for our development of a high-quality facility. To support the management process of improvement of our service and the management of complaints we are continuously reviewing how we receive feedback, acknowledge and actioned where appropriate. To support our parents and children we provide the following forms of structure to help all feel comfortable in communicating a complaint, comment and or feedback.

- Complaints form
- Complaints box
- Weekly age group appropriate meetings to discuss feedback, complaints and issues that may arise for a child. (we would then follow up where appropriate with individuals on a 1-1, and with parents on the feedback received and work collaboratively for a resolution agreement)

Making a complaint

Stage 1

- Any parent or child who has a concern about an aspect of the setting's provision can talk over, his/her concerns, in the first instance, with our facility group leader.
- Complaints made by a child will be discussed through with the child using age appropriate language, ensuring that they feel safe and comfortable in discussing their concerns.
- All complaints or feedback share by a child will be feedback to their parent and noted. The child will be always informed of our action and process for an open environment and what we will be doing to resolve their complaint where appropriate including timeframe.
- We would request when we receive a complaint that the parent and or child can meet and discuss the parents and or child's complaint and feedback.

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- Most complaints should be resolved amicably and informally at this stage.

At this stage we will re-inform the parent and child of our Complaint Policy and stages of managing a complaint.

- We will explain the process, should a parent or child feel that at this stage, they would like to proceed further.
- We will explain the policy and procedure of dealing with a complaint, including the following:
 1. Whom will manage their complaint. – (Manager of the Facility)
 2. How to formalise a complaint. – (Complaints Form)
 3. We would explain the process of dealing with a complaint.
 4. The process and procedure for dealing with different types of complaints. We will reference our safeguarding policy and the types of complaints we do not manage, stating whom will manage such complaints, as in An Garda Síochána, and or TUSLA.
 5. We will explain our investigation process of dealing with a complaint.
 6. We will reference other policies and procedures as guidelines of understanding actions and processes to ensure that all action, feedback and comments are reviewed fairly and reasonably to ensure a complaint is correctly dealt with for all parties.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent or child moves to this stage of the procedure by putting the concerns or complaint in writing to the manager.
- For parents or a child whom are not comfortable with making written complaints, there is a template form for recording complaints. The form may be completed with the person in charge and signed by the parent and or child.
- The setting stores written complaints from parents or child, in the child's personal file. However, if the complaint involves a detailed investigation, the setting Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- The Manager will acknowledge receipt of the complaint, verbally where possible within 2 working days and formalise communication in writing, within 5 working days thereafter.

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- If we receive a complaint from a child or parent where it appears that a child may be at risk, our facilities will follow the procedures of our Safeguarding policy, and contact relevant government bodies such as TUSLA and An Garda Siochana.
- The Manager will inform the parent or child that the complaint is been dealt with and the appropriate actions and timeframe, limiting timeframe of the investigation within 28 days of making the complaint.
- When investigating a complaint, we discuss the feedback with all relevant parties involved and review all supporting documentation for facts. We review all feedback with consideration to the overall operational procedures and standards, to ensure that there was no breach of policy in relations to care standards, safeguarding, and registration requirements.
- If a complaint is made about an employee, this complaint will be reviewed under our facilities Child Safeguarding Policy and Procedure, our Operation Standards and our Grievance and Disciplinary Policy and Procedure.
- Where there seems to be a possible breach of our setting's registration requirements, it is essential as our duty of care that we notify the registering and inspection body of our misgiving and how we should rectify this complaint with action.
- It is our duty to ensure the Safeguarding and Welfare Requirements are adhered to and that we explain our duty of care, actions required, responsibility and time frame to all parties. When speak to a child we will use age appropriate language.
- Once the investigation is completed, the manager will meet with the parent and child to discuss the outcome. This may be done in two stages for age appropriateness resolve.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record and on the child record for the period of required. A letter of outcome will be sent to the parent.
- We will keep a record of all complaints on a child file for a period of time at our facility.

Stage 3

- If the parent or child is not satisfied with the outcome of the investigation has a right to appeal. A Parent on their behalf or their child's behalf can request a meeting with the Owner in writing, detailing reasons for their dis-satisfaction within 7 working days of the outcome.



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- A meeting will be arranged within 7 working days to review all findings and outcome with all parties. There will be an agreed written record of this discussion as well as any decision or action to be taken as a result. All the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record and on the child's records. A letter of outcome will be sent to the parent.

Complaints dealt by TUSLA and or An Garda Siochana

It is our responsibility to ensure that parents, children and employees are aware that the follow types of complaint must be report and managed by those bodies and not our service:

- An allegation of abuse by an individual, parent or employee the standard procedure for reporting allegations to the H.S.E./ TUSLA should be followed without delay.
- If a child appears to be at risk, our setting follows the procedures of Safeguarding Children Act.
- In these cases, both the parent and setting are informed, and the manager works with the relevant government bodies to ensure a proper investigation of the complaint, followed by appropriate action. Where an employer becomes aware of an allegation of abuse by an employee the standard procedure for reporting allegations to the H.S.E./ TUSLA should be followed without delay.
- Action taken in reporting an allegation of child abuse against an employee should be based on an opinion formed reasonably and in good faith. When an allegation is received it should be assessed promptly and carefully.
- It will be necessary to decide whether a formal report should be made to the H.S.E/ TUSLA. This decision should be based on reasonable grounds for concern as outlined earlier.

Important information:

- Parents will be informed that they may approach TUSLA directly should they feel at any stage of their complaint warrants their involvement or that we are in breach of registration requirements. These details are displayed on our facilities' notice board and or website.



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Action taken in reporting an allegation of child abuse against an employee should be based on an opinion formed reasonably and in good faith. When an allegation is received it should be assessed promptly and carefully.

It will be necessary to decide whether a formal report should be made to the H.S.E/ TUSLA. This decision should be based on reasonable grounds for concern as outlined earlier.

Guideline Policy & Procedures for Employees

We will give careful attention and prompt and courteous response to any suggestions, comments and complaints, ensuring the development of a high-quality Centre.

- Comment or complaint may be made on the appropriate form.
- The form should be sealed in an envelope and given for the attention of the manager.
- If a parent has a complaint or compliment employees should direct them to follow the above Making a complaint procedure.
- If a child is making a complaint, listen to them and guide them through action and resolve where appropriate, inform the child of the process using age appropriate language and help where relevant handing over to the correct person to follow up.
- Inform the parent and manager on the day and note for records in correct format.
- Staff should record either on the daily operational handover or the child's file that the parent approached you with a complaint or compliment and how you dealt with it.
- The Manager will acknowledge receipt of the complaint, verbally where possible within 2 working days and formalise communication in writing, within 5 working days thereafter. The Manager will inform the parent that the complaint is been dealt with and the appropriate actions and timeframe.
- The Manager will assume responsibility for dealing with the formal written complaint.
- If the complaint is related to the behaviour of a member of staff, the member must be informed that a formal complaint has been made and must be given the full details. The disciplinary procedure may be used, if deemed necessary.



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- The manager will, depending on the nature and complexity of the complaint, decide upon a timeframe for its resolution. This timeframe will not exceed 28 days. The manager will follow relevant policy for communication with all parties.
- If required, an appeals request may be made in writing to the owner to have the complaint heard.
- No person directly involved in the complaint should be a member of the panel.
- Confidentiality is of the utmost importance when dealing with complaints and comments.
- After the agreed timeframe the resolution to the complaint will be communicated, in writing to the parent who made the complaint.