

## Complaints Policy

### Policy:

We at The Village Childcare School Age Childcare Services service are committed to giving careful attention and a courteous, timely response to your suggestions, comments or complaints so that we can learn from them and continuously improve our service.

This policy is available by request and communicated with all parents/ guardians when registration of their child and school children.

There is a complaints policy and procedure available to all children including school age children in a child friendly version and communicated and developed with children when they attend.

All complaints to be made to Gillian Treacy School Age Childcare manager.

### Procedures:

- All complaints must be made to the manager Gillian Treacy.
- They will be dealt with in an open and impartial manner.
- The complaint [if made verbally] will be documented and remain confidential.
- The complaint will be investigated to assess if the service has breached our policy and procedures.
- Every attempt will be made to resolve the matter as quickly and amicably as possible, and to the parents/guardians' satisfaction.
- Any complaints that will not be managed by the Village Childcare & Community Services, will be referred appropriately to Tulsa or An Garda Síochána.

### For example:

- If the *owner/manager* has good reason to believe that the situation has Child Protection implications, they must inform the designated Child Protection Officer (*Gillian Treacy*) and ensure that the local Tulsa Duty Social Worker is contacted, according to the procedure set out in the Child Protection Policy.
- If any person involved in the complaint has good reason to believe that a criminal offence has been committed, they should contact An Garda Síochána.
  
- If agreement cannot be reached informally, the parents/guardians must make a formal complaint in writing to the Manager.
- The parent will be sent an acknowledgement that the complaint has been received and told how it will be dealt with, by whom and within a time frame specified by the Manager.

- The Manager will keep dated records summarising what was said and by whom.
- The Village Childcare School Age Childcare Services have a child friendly complaints policy so children can make complaints themselves. This policy outlines the steps and procedures in a child friendly manner. School age children are supported to make a complaint if they wish to do so. Tell a leader, write it down. When possible, the leader will deal with it. They will always be reassured. School age Children will be treated with respect and dignity.

### **Staff**

- In the case of a complaint made against a Staff, the staff member involved will be informed that a formal complaint has been made and given full details.
- The Manager will arrange to meet with the staff member and discuss the lodged complaint.
- The Manager will keep a record and document what was discussed.
- The Manager will review the complaint and consider all the relevant information as discussed and a decision will be made and recommendations if necessary.
- If a parent is not satisfied with the outcome, they may make a further written request to the Board of Management.
- If a complaint involves a child protection concern, a separate reporting procedure will be followed in line with our child protection policy.
- The Manager will inform all parties involved of the outcome of the complaint made.
- If a resolution is not found within 28 days of the investigation and report, the complainant will be advised on the options to complain elsewhere or will be offered mediation. The agency to whom they will be referred will depend on the nature of the complaint and will include such agencies as Tusla, HSE, DCYA.
- Complaints will be kept on file for 2 years and are open to inspection.

This policy was adopted by: The Village Childcare School Age Childcare Services

Date: \_\_\_\_\_

Signed by: \_\_\_\_\_ on behalf of Management

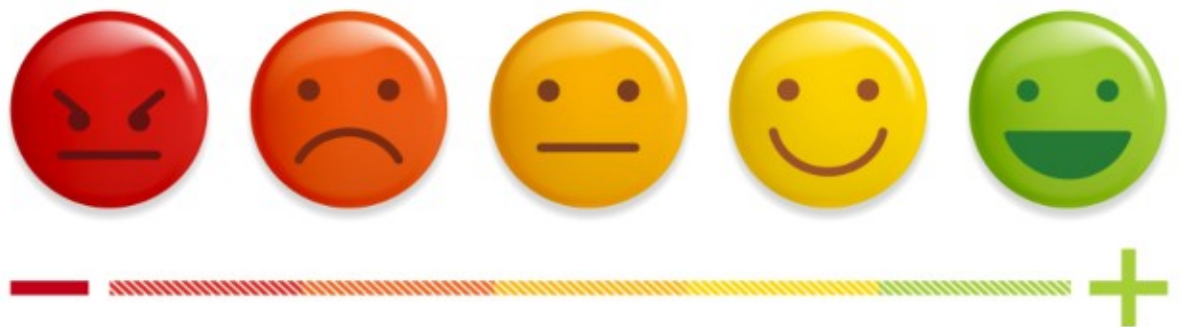
This policy will be reviewed on (insert date) \_\_\_\_\_ in collaboration with staff and parents

# The Village Childcare School Age Child Version Complaints Policy

## What is a Complaint?

When you have a problem

You can have a problem about your afterschool, a  
Leader or another child



How do you feel?

## How do I make a complaint?

- By talking about it - or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

### To Whom?

- To anyone of the Leaders or Gillian

### Does it matter what the issue is?

- No, it can be a big problem or a small one. By talking about it we can try to help solve it, make things better for you

### What will happen next?

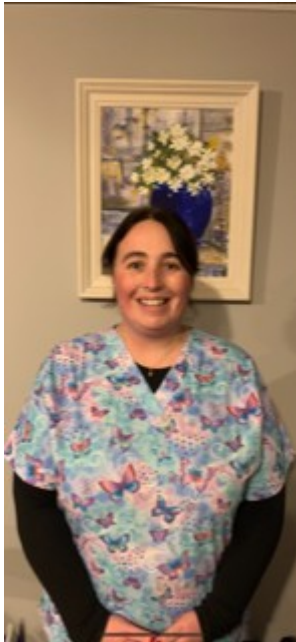
- If possible the leader will deal with it in person. If not s/he will go on your behalf to someone who can help.

### Do others have to know?

- If you are worried about confidentiality (other people knowing), tell the leader - they will understand.

Even if you find the issue hurtful or embarrassing, don't worry - it will only be discussed by the leaders who can help you.

### If you have a complaint who would you like to talk to?



Add more boxes if need be

**Note to staff**

The staff member explains to the child how their complaint/ problem will be solved and gives a timeframe by using a calendar to demonstrate when the complaint will be dealt with.

The complaint is to be recorded and dated by the staff member and dealt with in accordance with the complaints policy and procedure of the service, maintaining confidentiality and informing the relevant parties.