



Clann Aire

Complaints Policy

Policy Statement:

Clondrohid Community Crèche Pre-School & After School Services are committed to providing a high-quality service to everyone that encounters our service and welcome children's and parent's views of the service. We understand that at times families may have a concern or feedback about the service. We 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. Complaints will be accepted and investigated irrespective of the nature of the complaint or who the person making the complaint is.

Principle:

This policy is underpinned by the Child Care Act 1991 (Early Years Services) Regulations 2016 and Tusla Early Years Inspectorate Quality and Regulatory Framework.

Clondrohid Community Crèche Pre-School & After School Services is committed to providing a high-quality service to everyone we deal with. If you have any comments or complaints about our service, we would like to hear from you. We are committed to listening to your complaints and to treating them seriously so that we can learn from them and continuously improve our service.

In the first instance, Clondrohid Community Crèche Pre-School & After School Services hopes that complaints would be handled informally. If a complaint cannot be handled informally within the service, we advise individuals to follow the procedure set out in this policy. All complaints made are treated confidentially.

Clondrohid Community Crèche Pre-School & After School Services endeavours to fulfil the following values in all aspects of our work:

- Respectful partnerships with parents/guardians.
- Focusing on the needs and well-being of the children attending our service.
- Positive engagement with parents.
- Openness and sharing of information.
- Professional and efficient practitioner

How to make a complaint Informal in the first instance,

Clondrohid Community Crèche Pre-School & After School Services invite all parents/guardians/staff to make a complaint informally. This should ideally be done in person and can be a conversation with the Room leader, Manager or Supervisor. Where possible we will endeavour to handle all complaints informally if possible. We aim to ensure making a complaint is as easy as possible and to deal with it promptly and politely. We endeavour to learn from complaints, use them to improve our service, and review annually our complaints policy and procedures. We aim to informally resolve a complaint as soon as possible but within a maximum of 5 working days. If your complaint cannot be dealt with informally, we will direct you to our formal complaint's procedure.

Formal Complaint:

There are certain times when a complaint cannot be handled informally. In these circumstances we direct parents/guardians/staff to make a formal complaint in writing.

If you wish to make a formal complaint, we request that you follow the below steps: You can make a formal complaint by: -

E-mail: office@clannaire.com addressed to: the Manager or Supervisor.

Post: Clann Aire Crèche, Clondrohid, Macroom, Co Cork P12C958. Addressed to The Manager or Supervisor.

If you have a difficulty with submitting a complaint in writing, please contact us by phone 026 43344 or in person and we can support you with making the complaint.

Please include the following information when making a complaint to the Registered Provider: - Name, address, a daytime telephone number and an email address if applicable - Full details of the complaint including relevant dates and times - Names of those involved (including staff) - Be clear about what you are hoping to achieve (apology, explanation etc.) - Copies of any relevant documentation - State your preferred method of communication

Dealing with your formal complaint:

1. We will formally acknowledge your complaint within 5 working days.
2. We will assess the complaint, and the level of risk posed. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.
3. We will confirm that the issue raised in the complaint is within the control of the service. If there is more than one issue raised in the complaint, we will determine whether each issue needs to be separately addressed.
4. We will look at addressing the complaint. We will let you know if this includes an investigation. If the complaint is straightforward, generally someone from the service will investigate. We will let you know who will be investigating your complaint.
5. If necessary, an investigation panel is formed to investigate the complaint. The persons investigating the complaint are in no way involved in the complaint, are not related to the complainant or any staff members involved in the complaint. Following investigating of the complaint, a separate HR procedure may need to be invoked.
6. A full response to the complaint will issue within 30 working days.
7. If there is a delay to the timeline of issuing a response, we will notify the person making the complaint as soon as possible.
8. The person making the complaint will be kept informed of the progress of the complaint. Depending on the nature of the complaint received, the Manager will determine the type of investigation that will take place. All complaints are thoroughly and objectively investigated. The investigation is handled appropriately and sensitively. The person investigating the complaint will aim first to establish the facts related to the case. In complex cases, an investigation plan will be drawn up outlining how the complaint will be investigated. When investigating a complaint, all relevant evidence will be looked at. In the process of the investigation, we may need to meet with the complainant to discuss your complaint further. Complainants can bring a person with them to any such meeting. All staff must participate in the investigation of a complaint, as required. Any staff member involved in the complaint will be supported throughout the process. We will let you know what we have found via your preferred form of communication. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions and outline any changes to policies/procedures, practice and risk

management arising from the investigation. Where no grounds for the complaint are found, the person making the complaint will be notified and information detailing the next stage will be provided. We will share any recommendations from our investigation with the complainant and all relevant staff. We will outline the appeals process as part of the complaint response.

Appeal: If the complainant is dissatisfied with the response to the complaint, then there is the opportunity to appeal it. The appeal must be submitted within 5 working days. The appeal is handled by someone who was not involved in the original complaint process.

Record of Complaints and Confidentiality: An accurate and detailed record of each complaint is kept for a period of 2 years from the date the complaint has been dealt with. Complaint information is stored confidentially in the service and is only accessed by the Registered Provider and Manager.

The people who have access to complaint records are named at the bottom of this policy. Complaint not within the scope of the service to investigate will be referred appropriately.

For example: If there are child safeguarding concerns relating to a complaint, the designated liaison person is informed, and the child protection policy of the service is followed. If a complaint involves a potential criminal offence, An Garda Síochána is notified. If a complaint relates to the Registered Provider and the complainant does not want to make the complaint to the Registered Provider, unsolicited information can be submitted to Tusla Early Years Inspectorate.

We believe that all complainants have the right to be heard, understood, and respected. However, we also consider that our Practitioners have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence.

Persons who have access to the record of complaints:

Persons Responsible: **Manager:** Harriet Murray, **Full day care Manager:** Niamh Casey & **ECCE Manager:** Maree Hoare

This policy was adopted by (Clondrohid Community Crèche Pre-School & After School Services).

Signed by: Harriet Murray on behalf of Management (Manager)

Date: 02/09/2024

Review Date: September 2024

