



Complaints Policy

Version 1:

Board Approval: February 2020

Due for Review: 2 years after BOM approval

Responsibility of: Childcare Development Manager

Policy Statement

It is the policy of Finglas Childcare Ltd to provide a high-quality service to everyone that comes in contact with our service. We welcome staff, children's and parents' views of the service. We accept suggestions, recommendations, comments or complaints in relation to our childcare service. We understand that at times families will 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.

Rationale

This complaints policy sets out the procedures for both making and dealing with complaints about any aspect of the service. It is underpinned by the Childcare Act 1991 (Early Years Services) Regulations 2016 and TUSLA Early Years Inspectorate Quality and Regulatory Framework.

Scope of Policy

This Complaints Policy relates to everyone that we deal with in our service and in particular staff, children and parents. This policy will be kept in the Policies folder at reception of each EYS, it will be summarised in the Parents Policy Handbook that every parent receives on enrolling their child.

Policy & Procedure

Any individual will be reassured that making a complaint will not adversely affect their ongoing interactions with the service. Any complaints made about the service will be dealt with in an open and impartial manner. All complaints will be dealt with in a consistent way. It is our policy to listen to concerns and to take note of the issues in a confidential manner. Issues will be investigated promptly, taken seriously and handled appropriately and sensitively. Child Protection/ Safeguarding concerns are passed on to the designated liaison person in the service and FCL 's Child Protection Policy will be followed. Potential criminal offences will be notified to An Garda Siochana.



Informal

In the first instance Finglas Childcare Ltd invite any individual to make a complaint informally. Any childcare issues should be brought informally to the attention of the Senior Early Years Practitioner of the room in the first instance, the crèche supervisor or the Childcare Development Manager. Any other issues should be brought informally to the attention of the line manager or creche supervisor. We will endeavour to investigate all informal concerns raised and to get back to the individual within 5 working days.

Formal

As there are times when the issue remains unresolved or cannot be resolved informally you will be directed to our formal procedure.

If the individual feels unable or unwilling to raise the matter in the above way, they can make a formal complaint in writing to the Chairperson of the Board of Management. The name and address are available through the Administration Office (8340474). If you wish to make a formal complaint we request that you complete a Complaints Form and forward it to The Chairperson, Finglas Childcare Ltd, 2a North Road, Finglas, Dublin 11. If there is a difficulty with submitting a complaint to Finglas Childcare Ltd please contact us by phone or in person and we can support you in making the complaint.

The individual will be kept informed at all stages.

An acknowledgement that the complaint has been received will be sent within 5 working days and the individual will be told how it will be dealt with, by whom, and a set time limit. The person investigating the formal complaint will keep dated records summarising what has been said and done by those involved. The complaint will be assessed for level of risk. If it concerns an immediate risk to safety or security it will be escalated appropriately. It will be confirmed whether the issue raised is within the control of the service. If more than one issue is raised it will be determined whether each issue needs to be addressed separately. Generally, someone from the service will investigate if the complaint is straightforward. The complainant will be informed who will be investigating their complaint. The person investigating the complaint will aim first to establish the facts related to the case. While investigating a complaint, all relevant evidence will be looked at. During investigations the complainant may be requested to meet with FCL to discuss the complaint further, if so you can bring someone with you. 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.

A full response to the complaint will issue via the requested form of communication. We will detail how and why we came to our conclusion and outline details of any recommendations, changes to practice, policy or statement. Where no grounds for complaint are found the complainant will be informed and information detailing the next steps will be provided. We will share any recommendations with the complainant and also with the relevant staff. We will outline the appeals process as part of the complaint response.

If the complaint is made against a member of staff, the staff member must be informed that a formal complaint has been made and be given full details. The staff member will be given the right to reply. If determined necessary a staff member can be placed on paid suspension pending investigation. Following the investigation, a separate HR procedure may need to be invoked.



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

An accurate and detailed record of each complaint is kept for a period of 2 years from the date that the complaint was dealt with. This information will be stored securely in the service and only accessed by the Chairperson or a Manager.

In the event that 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. We therefore expect you to be polite and courteous. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

I acknowledge that I had read and understand the Policy Document.

1) _____

Date: _____

Agencies Contact Details

Chairperson, Finglas Childcare Ltd, 2a North Road, Finglas, Dublin 11



Finglas Childcare Ltd Complaint Form

Name of person making complaint:

Address of person making complaint:

Phone number:

Preferred method of communication:

Date and time complaint was made:

Date and time of incident (if applicable):

Name of person to whom complaint was first made:

Name of Registered Provider:

Details of Complaint:

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Signature of Complainant: Date:

Signature of manager receiving complaint: Date:

Please attach any relevant paperwork.