
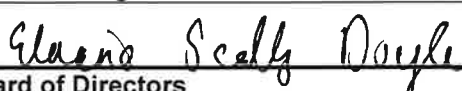
 Killorglin Community Childcare Centre CLG			COMPLAINTS PROCEDURE POLICY		
POLICY NO.:	GP No. 10	REV. NO.:	7	REV. DATE:	01.04.2025

PREPARED BY:  Centre Manager	Date: 30/3/25
APPROVED BY:  Board of Directors	Date: 15/5/25

This policy is available to all our service users. It will be available to view or download from our website. There is a copy of this policy in the reception area of our service and also on display (child-friendly version) in the school age service rooms.

Scamps and Scholars welcomes childrens' and families' views of the service. We understand that from time-to-time individuals/families will have a concern or feedback about the service and we are dedicated to giving careful attention and a courteous timely response to all suggestions, comments or complaints.

We at Scamps and Scholars are committed to listening to your complaints and to treating them seriously so that we can learn from them and continuously improve our service.

Scamps and Scholars Childcare endeavors to fulfil the following values in all aspects of our work:

- Respectful partnership
- 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 delivery of our services

We aim to ensure that making a complaint is as easy as possible and that it is dealt with promptly, politely and, when appropriate, confidentially. We endeavor to learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Comments Procedure:

- All comments are welcome and can be shared with any member of the team.
- A comment can be made verbally to team member and in the event of an unsatisfactory result the comment should be made in writing to the manager or to a member of the Board of Directors.

- We also operate a suggestions box which doesn't require you to put your name with a suggestion if so desired.
- The manager or member of the board will record these comments in a relevant manner and also record any action taken.
- The complaints procedure should be availed of if a satisfactory response is not received within a reasonable time. This service will endeavour to make an initial response or acknowledge a complaint within 24-48 hours of receiving the complaint.

Complaints Procedure:

- If you wish to make a complaint you should contact the manager to discuss and, hopefully, resolve the matter. The Deputy Manager may also be contacted in the absence of the manager. The contact details to accommodate any complaint are as follows:

Tel: 066 9762525
 Email: info@scampsandscholars.ie or admin@scampsandscholars.ie
 Address: Scamps and Scholars Childcare Centre, Langford Street, Killorglin, Co. Kerry. V93 FK58.
 Facebook: <https://www.facebook.com/killorglincommunitychildcare>
 Website: www.scampsandscholars.ie

Manager: Rachel Ahern
 Deputy Manager: Laura O'Sullivan

- Should you have a complaint regarding the management team you can contact the chairperson of the Board, currently Elaine Scally Doyle at info@scampsandscholars.ie.
- Please include the following information when making a complaint to the Manager/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
- Should you still feel that the matter is unresolved then the complaint must be put in writing to the manager and/or the member of the board.
- A written acknowledgement of the complaint will be sent as soon as possible but not later than 10 days after receiving the initial complaint letter.
- If the complaint is related to the behaviour of a member of staff, the staff member must be informed that a formal complaint has been made and be given the full details and the right to reply.

- Parents/guardians/carers must be made aware that staff are informed of complaints made relating to their behaviour so that the procedure can be implemented.
- If required, a request may be made in writing to the manager or the board of directors to have the complaint heard by a wider group. This group may comprise of the manager plus external mediator, or two members of the board plus an external mediator however this may change depending on the availability of directors and external mediators.
- Membership of this panel will not comprise of any person directly involved in the complaint or related to the complainant, or staff member.
- The person making the request should be advised that they are free to bring another person with them to a meeting to hear the complaint, to act as a scribe/record minutes but will not be allowed to participate in the meeting beyond this remit.
- Following the request, the complainant must be facilitated with a meeting within one month.
- An agreed written record of the meeting will be kept by the external mediator and, where appropriate, a formal letter of the outcome will be issued, within a reasonable period following the meeting.
- In instances where the complaint involves the welfare of a child/children, the information should be made known to the relevant local Duty Social Worker in the Health Service Executive/TUSLA and to the board, through the chairperson.
- If the complaint involves a Child Protection issue, the procedure as outlined in the Child Protection Policy will be immediately implemented.

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. The record held on file clearly outlines what the complaint was and how it was dealt with by the service. The record of complaints is available for inspection purposes by authorised persons.

Complaint not Withing the Scope of the Service:

Any complaints not within the scope of the school aged childcare 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.

Complaints will be managed and accessed by some or all of the following the following persons:

The Manager, Deputy Manager, Supervisor, Chair of the Board of Management and/or the Board of Management. Also, by an Garda Síochána and TUSLA, if within their remit.



Child friendly complaints procedure

You are welcome to come and talk to us any time

As a child/young person attending Scamps and Scholars is there anything you are unhappy about?

If you have a comment or complaint about our school age service, please tell us as soon as possible. You can speak to your room leader directly or speak to Rachel or Laura, (the Manager or the Deputy Manager). We are always here to listen to you.

If you would prefer to write it down, you can give Rachel a letter, send us an email (info@scampsandscholars.ie) or you can send Rachel a text (086 122 6831). You can also ask your mum or dad, granny or grandad, aunt or uncle to make a complaint to Scamps and Scholars.

If you need help with making a complaint, please ask any staff member in Scamps and Scholars. We will acknowledge any complaint you make as soon as possible, but no more than 5 days after you have made the complaint.

When we receive a complaint from you, we will investigate that complaint in the same way that we would investigate a complaint that comes in from an adult.

We take all complaints seriously and we will listen to all children that make a complaint about Scamps and Scholars. We will try to make improvements based on complaints and always try to resolve the issue that is causing you concern.

Scamps and Scholars aims to deal with all complaints within 1 month or before if possible. You will always be kept informed about your complaint, please let us know how you would like us to update you.

We will talk to you about your complaint if we have questions or need to find out more about what happened.

After our investigation into the complaint we will let you know what we find out and the changes, if any, we are going to make in Scamps and Scholars because of the complaint. If you are unhappy with the outcome of your complaint, please let us know and you will have an opportunity to appeal it. The appeal of the complaint will be looked after by different people in Scamps and Scholars than those who looked after the complaint the first time.

Complaints procedure for you!



**Talk with staff or
Management**



**We commit to listen
to your issues**



You can also write, email or text your complaint if you prefer



**We will acknowledge your
complaint and deal with
the matter as quickly as
possible**



**You can appeal any
outcome with a different
set off people if you wish**