

POLICY NO.37 COMPLAINTS PROCEDURE POLICY (incl Child Friendly version)**REV: 5 DATE:11.12.2020**

This policy is available to all our service users. It will be communicated through our website and also through the parental information disk that contains all our policies & procedures. There is also 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 & Scholars welcome children's and families' views of the service. We understand that from time to time 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 & 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 & Scholars Childcare endeavours 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 endeavour 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 the

relevant diary 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, currently Derek O Leary to discuss and, hopefully, resolve the matter. The Deputy Manager, Currently Rachel Ahern may also be contacted in the absence of the manager.
The contact details to accommodate any complaint are as follows:

Tel: 0669762525

Email: info@scampsandscholars.ie

Address: Scamps & Scholars Childcare Centre, Langford Street, Killorglin, Co. Kerry. V93

FK58. Facebook: <https://www.facebook.com/killorglincommunitychildcare> Website:

www.scampsandscholars.ie

Manager: Derek O Leary

Deputy Manager: Rachel Ahern

- 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 of 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 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 within the scope of the service**

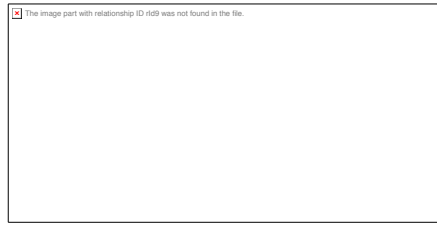
Any complaints not within the scope of the school aged childcare service to investigate, will be referred appropriately. For example:

 - 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 Siochana is notified.

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

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

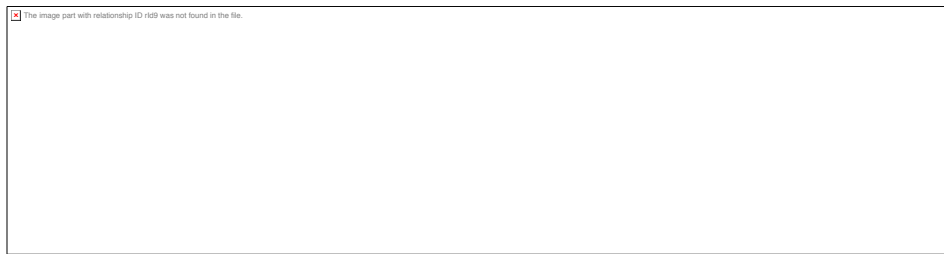


Child Friendly Complaints Procedure

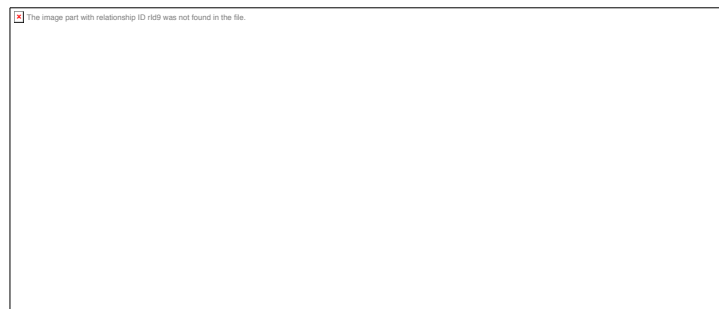
You are welcome to come and talk to us any time

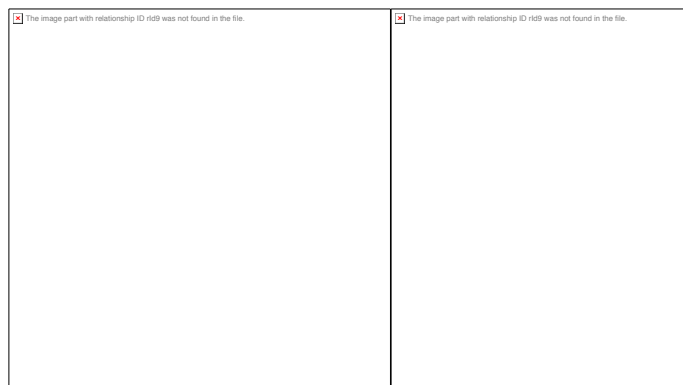
As a child/young person attending Scamps & Scholars, is there anything you are unhappy about?

If you have a comment or complaint about our school age service, please tell us as soon as possible. You can speak to the staff member in your room

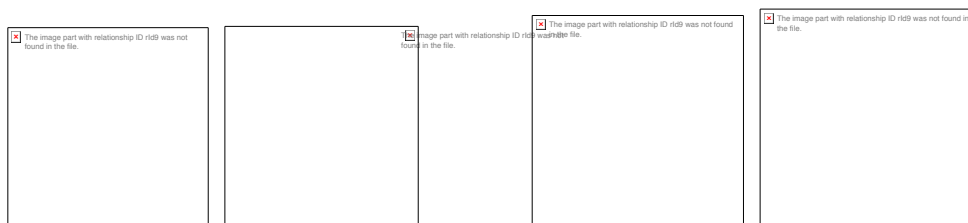


Or directly or speak to Rachel or Derek, (the deputy manager or the manager). We are always here to listen to you.





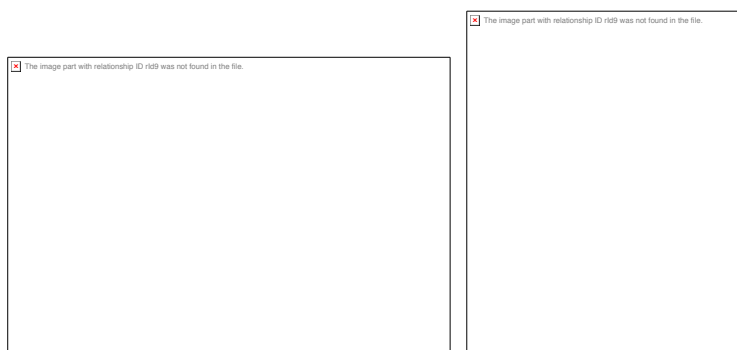
If you would prefer to write it down, you can give Derek a letter, send us an email (info@sacmpsandscholars.ie) or you can send Derek a text (0871146677).



You can also ask your mum or dad, granny or granddad, aunt or uncle to make a complaint to Scamps & Scholars.

If you need help with making a complaint, please ask any staff member in Scamps & Scholars Service. 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.



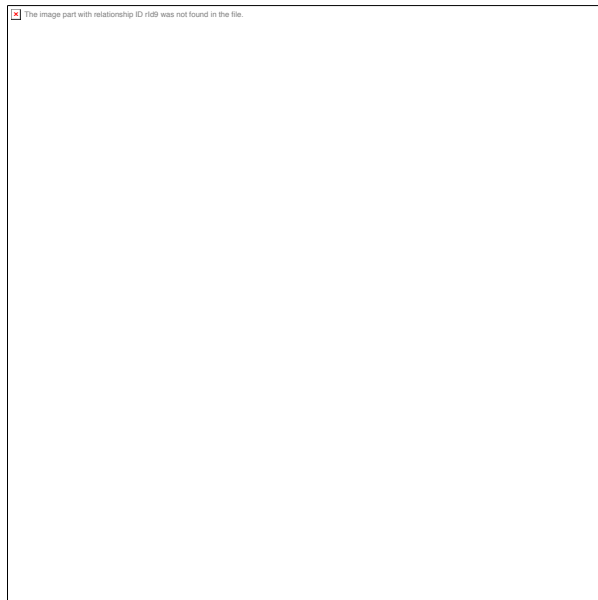
We take all complaints seriously and we will listen to all children that make a complaint about Scamps & Scholars. We will try to make improvements based on complaints and always try to resolve the issue that is causing you concern.

Scamps & 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 in to the complaint we will let you know what we find out and the changes, if any, we are going to make in Scamps & 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 & Scholars than those who looked after the complaint the first time.

 The image part with relationship ID r169 was not found in the file.

APPROVAL DATE: _____

IMPLEMENTATION DATE: 11th December 2020

SIGNED: _____
(On behalf of the Board of Directors)