



LINKS CHILDCARE POLICIES & PROCEDURES

COMPLAINTS POLICY

Last Review Date: April 2023

Policy No. 9

Issued: 2012

Statement

Links Childcare is committed to providing a high-quality service and welcomes children's and parents' views of the service. We understand that at times families may have a concern or feedback about the service and we are committed to giving careful attention and a courteous, timely response to suggestions, comments or complaints so that we can learn from them and continuously improve our service. This policy is available to all on www.linkschildcare.ie (<https://linkschildcare.ie/about-us/our-policies/>) or contact us at info@linkschildcare.ie.

Principle

This policy is underpinned by the Child Care Act 1991 (Early Years Services) Regulations 2016.

Procedure

Links Childcare is committed to providing a high-quality service. 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.

Links 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.

If you want to make a complaint:

- Complaints can be made by parents, guardians and other advocates on behalf of children. In the vast majority of cases complaints can be resolved informally.

Informal process:

- If you are not satisfied with any aspect of the service, you are requested to resolve the issue informally through discussion with the Educarer. If not satisfied at this stage, you are encouraged to speak to the Manager.

Formal process:

- If the problem persists, re-occurs or you are not satisfied with the response, the complaint should be put in writing by email to the Creche Manager.



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When making the written complaint (by email) please include the following information:

- Crèche location name
 - Name, address and a daytime telephone number
 - Full details of the complaint
 - Names of those involved
 - Copies of any relevant documentation
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- Receipt of a formal complaint will be acknowledged within 3 working days and the Crèche Manager will communicate how the complaint will be handled.
 - The manager will meet with the person(s) making the complaint and any other staff as appropriate to try to resolve the issue. A note will be made of this meeting.
 - If, following this meeting the matter remains unresolved the complaint will be referred by the Manager to Senior Management.
 - If necessary, an investigation panel is formed to investigate the complaint.
 - All complaints will be dealt with in a timely manner and the person making the complaint will be informed of the next steps of the process at every stage.

Investigation

Depending on the nature of the complaint received, the Senior Management Team will determine the type of investigation that will take place. All complaints are thoroughly and objectively investigated. The investigation is handled appropriately and sensitively

Outcome and Response

Following the formal investigation of your complaint, an outcome report will be issued to you via email.

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 also 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.



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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 as follows; Senior Management Team, Head Office Team, Crèche Manager and Crèche Deputy Manager.

Complaint not within the scope of the service

Any complaints 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.

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.

This policy is available and communicated to staff, parents and guardians. It is available to view in the service and at www.linkschildcare.ie

Review

Management, in consultation with staff, monitors and reviews the effectiveness of this policy yearly or as required.

Review Dates:	2013	2014	2015	2016	2017	2018	2019	January 2020	October 2020	March 2020	April 2023
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