

# Comments & Complaints Policy

Tir na nOg Preschool welcomes children, parent and guardian's views in the development of our service.

It is the policy of this service to give careful attention and a prompt and courteous response to any suggestions, comments or complaints, thereby ensuring the development of a high quality childcare service that meets the needs of children and parents/guardians.

We believe that an early opportunity to highlight issues can prevent problems arising but if difficulties occur the following procedure must be followed:

## **Comments Procedure:**

- A comment can be made verbally to a staff member and in the event of an unsatisfactory result in writing to the owner/manager.
- The owner/manager will make a note of these in the Comments Book, along with any action taken.
- The complaints procedure should be availed of if a satisfactory response is not received within a reasonable time.

## **Complaints Procedure:**

- If you wish to make a complaint you should contact the owner/manager to discuss and, hopefully, resolve the matter.
- Should you still feel that the matter is unresolved then the complaint must be put in writing to the owner/manager.
- A written acknowledgement of the complaint will be sent as soon as possible.
- 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 must be aware that staff has to be 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 owner/manger to have the complaint heard by wider group. This group could comprise of the owner/manager plus external mediator.
- Membership of this panel should not comprise of any person directly involved in the complaint or related to the complainant, or staff member.
- Another person may accompany the person making the request.
- 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 will be made known to the relevant local Duty Social Worker in the HSE.
- Confidentiality is of the utmost importance when dealing with complaints and comments.
- If the complaint involves a Child Protection issue, the procedure as outlined in our Child Protection Policy will be immediately implemented.