

Comments and Complaints Policy

It is the policy of Kinnegad Community Childcare Clg to give careful attention and a prompt and courteous response to any suggestion, comment or complaint, thereby ensuring the development of a high quality service which meets the needs of children and parents attending our centre. Information on comment and complaint procedures are made available to parents, children and staff. This policy was written considering the Children First Act and *Children First: National Guidance for the Protection and Welfare of Children* and Child Care Act 1991 (Early Years Services) Registration of School Aged Childcare) Regulations 2018.

Comments procedure

A comment can be made verbally or in writing to the manager or supervisor on duty. A note of the comment will be made in the management team daily diary along with any action taken.

Complaints Procedure

A complaint may be made in the same manner as above. We respect school aged children's voice and their right to raise comments or complaints about our service. We have a child friendly complaints policy available to all children in our service. We accept complaints directly from children and via their parents/children. This child friendly policy can be found at the end of this complaints policy.

This policy is shared with parents, children and staff. It is published on our website and communicated to parents via our monthly newsletter. It is also available on request in hard copy from our office.

Making a Complaint

Informal

In the first instance, we invite all parents/guardians to make a complaint informally. This should be done in person and can be a conversation with the room leader, supervisor or manager.

Where possible we endeavour to handle all complaints informally if possible. We aim to informally resolve a complaint as soon as possible but within a maximum of 5 working days. If the complaint cannot be resolved informally, we will then follow the formal route.

Formal

A formal complaint may be made in writing or via email and addressed to The Manager, Liz O'Rourke. Should you have a difficulty making a written complaint you may do this in person or by phone call.

Procedure for dealing with a formal complaint

We will formally acknowledge your complaint within **5 working days**.

The manager will assess the complaint and level of risk posed. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

The manager will confirm that the issue raised is within the control of the service.

The manager will address the complaint and will let you know if an investigation needs to take place and who will be conducting the investigation.

A full response to the complaint will be issued within **30 working days**.
If there is a delay to the timeline, we will notify you as soon as possible.

Investigation

All complaints are thoroughly and objectively investigated. The investigation is handled appropriately and sensitively. The person investigating the complaint (generally the Manager) will first aim to establish the facts related to the case. All relevant evidence will be looked at. In the course of the investigation it may be necessary to meet with the complainant to discuss the complaint further. Should this be necessary you may bring a person with you. All staff are required to participate in the investigation as required. Any staff member involved in the complaint will be supported throughout the process.

Outcome and Response

Following the formal investigation, we will let you know what we have found via your preferred form of communication. 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.

Appeal

If the complainant is dissatisfied with the response to their complaint, there is an opportunity to appeal it. The appeal must be submitted within **5 working days**. The appeal is handled by the Board of Directors.

Record of Complaint 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 Manager and the Board of Directors. The record clearly outlines what the complaint was, how it was dealt with and is available for inspection purposes by authorised persons.

Complaints not within the scope of the service.

Any complaint 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.

If a complaint is made to the Early Years Inspectorate about any aspect of the service, the Company will cooperate fully with the inspectorate to resolve the issue.

Child Friendly Complaints Policy

You are welcome to come and talk to us any time

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

If you have a comment or complaint about Cairdeas, please tell us as soon as possible. You can speak to your own staff, Debbie and Sarah directly or speak to a Supervisor, Marie or Elaine or Liz the Manager. We are always here to listen to you.

If you would prefer to write it down, you can give the letter to Liz, Marie or Elaine, send us an email on cairdeas2005@gmail.com or send us a text on 085 7671104. You can also ask your mum or dad, granny or granddad or anyone else you trust to make the complaint to Cairdeas for you. If you need help making a complaint you can ask any staff member in Cairdeas.

We will acknowledge any complaint you make as soon as possible, no more than 5 days after you have made the complaint.

When we receive a complaint, we will investigate it in the same way as we would if the complaint came from an adult. We take all complaints seriously and we will listen to all children that make a complaint about Cairdeas. We will try to make improvements based on complaints and always try to resolve the issue that is causing you concern.

Cairdeas aims to deal with all complaints within 1 month. 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 Cairdeas 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 will be looked after by different people in Cairdeas than those who looked after the complaint the first time.