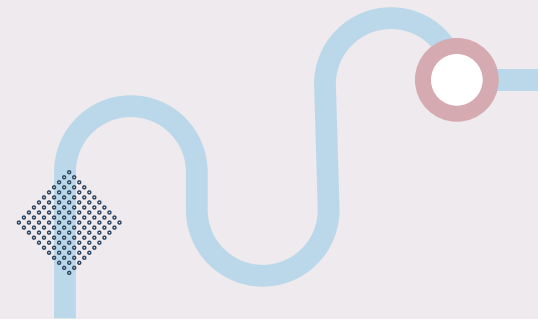


# Complaints Policy



Centre Name	
Centre Address	

Policy Name	Complaints Policy
Policy Number	
Date Created	
Effective Date Adopted by the Board	
Version Number	
Date of Last Version	
Administrator Responsible	
Administrator Contact Information	

## POLICY HISTORY

Version Number	Approved by	Revision Date	Author

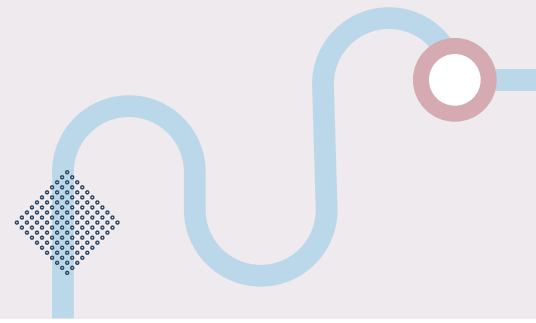
## DOCUMENT CONTROL

Document Ref		Title	Complaints Policy
Version & Date		Author	
Directorate:		Approved by Management	
Reviewed		Change History	

You can fill this out on a screen using Adobe Reader [Download Here](#) or by printing.



# Complaints Policy



Enter Centre Name Here

## STATEMENT

\_\_\_\_\_, hereafter referred to as **abbreviation**, is committed to providing a high-quality service to all our service users and welcomes the views of clients, children and parents of the service. We understand that at times families may have a concern or feedback and we are committed to giving careful attention and a courteous, timely response to your suggestions, comments or complaints, so that we can learn from them and continuously improve our service.

## PRINCIPLE

**Definition of a complaint:** "A complaint is an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation."

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

## PROCEDURE

\_\_\_\_\_ is committed to providing a high-quality service to all our users. 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.

\_\_\_\_\_ endeavours to fulfil the following values in all aspects of our work:

- Maintaining a respectful partnership.
- Focusing on providing a quality service for all using the facilities.
- Maintaining positive engagement with parents and other stakeholders.
- Practising openness and the sharing of information.
- Providing a 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, where appropriate, confidentially. We endeavour to learn from complaints, use them to improve our service, and review annually our complaints policy and procedures. If you wish to make a complaint, you can do so in person, over the telephone, or in writing.

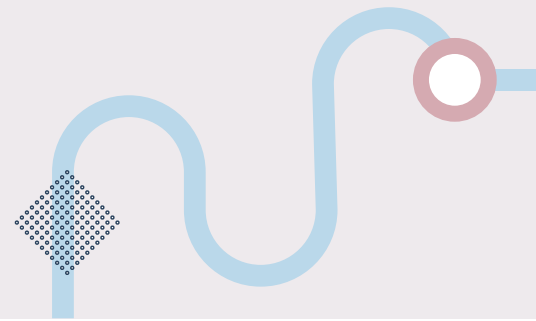
Complaints can be made by clients, parents, guardians, and other advocates on behalf of children. In most cases, complaints can be resolved informally.

### Informal Process:

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



# Complaints Policy



## Formal process:

- If the problem persists or reoccurs, or you are not satisfied with the response, you should put the complaint in writing to the manager.
- The manager will meet with the person / people making the complaint and any other staff if, as appropriate, to try to resolve the issue. A note will be made of this meeting.
- If, following this meeting, the matter remains unresolved, it will be referred by the manager to senior management, that is, the chairperson of the board of management.
- Written records will be kept of all written complaints, the response, meetings and other actions and records will be kept for a minimum of two years.
- 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.
- Depending on the nature of the complaint disciplinary procedures may also be followed.

## (Relevant to services that also host a childcare service)

Complaints should be made informally to the staff on duty, who will attempt to resolve the issue.

They will verbally escalate it to the crèche manager if it cannot be rectified the crèche manager will attempt to informally resolve the complaint.

If the matter is not resolved at this stage, a written complaint should be submitted to the crèche manager, who will work with the centre manager to resolve the issue.

If the matter remains unresolved, it will be brought to the chairperson of the board of management.

When making the written complaint, please include the following information:

- Service provided, for example, childcare, café, private hire.
- Name, address and a daytime telephone number of the complainant.
- Full details of the complaint.
- Copies of any relevant documentation.

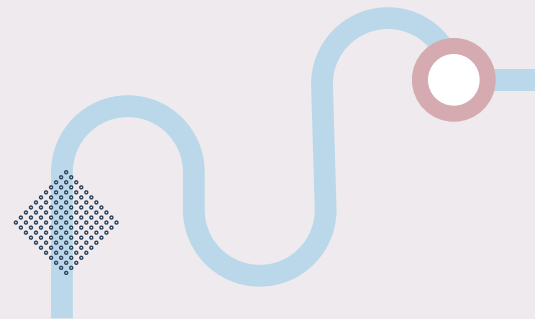
Receipt of a formal complaint will be acknowledged within three working days and the centre manager will communicate how the complaint will be handled.

## **REVIEW**

Management, in consultation with staff, will monitor and review the effectiveness of this policy annually, or as required.



# Complaints Policy



## CUSTOMER FEEDBACK FORM

\_\_\_\_\_ is committed to providing an efficient and courteous service to all our customers.

Anyone wishing to make a complaint in relation to the quality of any of the services or activities of the \_\_\_\_\_ should complete this Customer Feedback Form and submit it to:

Manager	
Community Centre Name	
Email	

Making a complaint will not in any way affect any future dealings that you may have with \_\_\_\_\_.

Name	
Address	
Contact Number	
Details of feedback: (include date, location, and any other relevant information)	
Signed	Date

