



Complaints Policy

Policy Statement

Riverside Childcare is committed to providing a high-quality service to everyone that comes in contact with our service and to welcome children's and parent's views of the service. We understand that at times families may have a concern or feedback about the service. 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. Complaints will be accepted and investigated irrespective of the nature of the complaint or who the person making the complaint is.

Principle:

This policy is underpinned by the Child Care Act 1991 (Early Years Services) Regulations 2016 and Tusla Early Years Inspectorate Quality and Regulatory Framework.

Procedure

Riverside Childcare is committed to providing a high-quality service to everyone we deal with. If children/parents/guardians/other individuals have any comments or complaints about our service, **we would like to hear from you**. We are committed to listening to all complaints and to treating them seriously so that we can learn from them and continuously improve our childcare service. In the first instance, we hope that complaints would be **handled informally**. In the event that a complaint **cannot be handled informally within the service, we advise individuals to follow the procedure set out in this policy**. All complaints made are treated **confidentially**.

This policy is available and communicated to all parents and guardians.

Riverside 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



How to make a complaint

Informal

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

Where possible we endeavour to handle all complaints informally if possible. We aim to ensure making a complaint is as easy as possible and to deal with it promptly and politely.

We endeavour to learn from complaints, use them to improve our service, and review annually our complaints policy and procedures. We aim to informally resolve a complaint as **soon as possible but within a maximum of 5 working days**.

If your complaint cannot be dealt with informally, we will direct you to our **formal complaints** procedure.

Formal

There are certain times when a complaint cannot be handled informally. In these circumstances we direct parents/guardians/other individuals **to make a formal complaint in writing**. If you wish to make a formal complaint we request that you follow the below steps:

You can make a formal complaint by:

- E-mail: riversideaughrim@gmail.com addressed to **Michael Dunster**.

- Post:

Riverside Childcare
Aughrim Community Sports Complex
Rednagh Road
Aughrim Lower
Aughrim
Co.Wicklow
Y14F868

If you have a difficulty with submitting a complaint in writing, **please contact us by phone or in person and we can support you with making the complaint**.

Please include the following information when making a complaint:



- 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

See form in the appendix of this policy to complete if you wish.

Dealing with your formal complaint

1. We will formally acknowledge your complaint **within 5 working days**.
2. The Manager will assess the complaint and the 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.
3. The Manager will confirm that the issue raised in the complaint is within the control of the service. If there is more than one issue raised in the complaint, the Registered Provider will determine whether each issue needs to be separately addressed.
4. The Manager will look at addressing the complaint. We will let you know if this includes an investigation. If the complaint is straightforward, generally someone from the service will investigate. We will let you know who will be investigating your complaint.
5. If necessary, an investigation panel is formed to investigate the complaint. The persons investigating the complaint are in no way involved in the complaint, are not related to the complainant or any staff members involved in the complaint. Following the investigation of the complaint, a separate HR procedure may need to be invoked.
6. A full response to the complaint will be issued **within 30 working days**.
7. If there is a delay to the timeline of issuing a response we will notify the person making the complaint as soon as possible.
8. The person making the complaint will be kept informed of the progress of the complaint.

Investigation

Depending on the nature of the complaint received, the manager will determine the type of investigation that will take place. **All complaints are thoroughly and objectively investigated.** The



investigation is handled appropriately and sensitively. The person investigating the complaint will aim first to establish the facts related to the case. In complex cases, an investigation plan will be drawn up outlining how the complaint will be investigated. When investigating a complaint, all relevant evidence will be looked at. In the process of the investigation we may need to meet with the complainant to discuss your complaint further. Complainants **can bring a person with them** to any such meeting.

All staff must participate in the investigation of a complaint, as required. Any staff member involved in the complaint will be supported throughout the process.

Outcome and Response

Following the formal investigation of your complaint, we will let you know what we have found via your preferred form of communication. If necessary, we will produce a longer report. 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.

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 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.

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**. If your complaint has not been satisfactorily addressed through the services' complaints policy and procedures or if the concern cannot be resolved, you can contact the **Tusla Early Years Inspectorate**

+353 (61) 461700

feedback.concerns@tusla.ie

What we expect from complainants

We believe that **all complainants have the right to be heard**, understood and respected. However, we also consider that **our staff have the same rights**. We, therefore, expect you to be polite and courteous in your dealings with us. **We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.**



Child Friendly Complaints Policy

You are welcome to come and talk to us any time. As a child/young person attending Riverside Childcare, is there anything you are unhappy about?

If you have a comment or complaint about Riverside Childcare, please tell us as soon as possible.

You can speak to your leader directly or speak to Michael Dunster, the manager.

We are always here to listen to you.

If you would prefer to write it down, you can give Michael a letter, send us an email riversidechildcareaughrim@gmail.com or send us a text 0830935391.

You can also ask your mum or dad, granny or grandad, aunt or uncle to make a complaint to Riverside Childcare.

If you need help with making a complaint, please ask any staff member for help. 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 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 Riverside Childcare.

We will try to make improvements based on complaints and always try to resolve the issue that is causing you concern. Riverside Childcare 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 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 Riverside Childcare than those who looked after the complaint the first time.

Persons who have access to the record of complaints: Michael Dunster and Noelia Hernández González.

Person Responsible:

This policy was adopted by Riverside Childcare on 23/07/2022

Signed by **Michael Dunster** On behalf of Management (Manager, Owner)

Review Date:

23/07/23



Complaint Form

Name of person making complaint:

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Address of person making complaint:

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Phone number:

Preferred method of communication:

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Date and time complaint was made:

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Date and time of incident (if applicable):

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Name of person to whom complaint was first made:

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Name of Registered Provider:

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Details of Complaint:

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Signature of Complainant:Date:

Signature of manager receiving complaint: Date: