

Complaints/Comments Procedure for Parent's Policy

Crèche Cois Laoi believes that the crèche should run smoothly and that all children and parents are treated with courtesy, respect and that careful attention is given to their needs and wishes.

Aim

- To bring all concerns about the running of the crèche to a satisfactory conclusion

Complaints / Concerns Procedure

If parents wish to express a concern or make a complaint, if possible, inform your child's key worker and or Room Group Leader, of the concerns or issues you may have so that they can be addressed. If the problem cannot be resolved at this level the key worker/group leader and the parent should consult the Crèche Manager.

Following that discussion, the Crèche Manager will investigate the concern or complaint and try and bring the matter to a satisfactory conclusion.

If you still feel that the matter is unresolved the complaint must be put in writing to the Crèche Manager (See Appendix 12 & 13). A written acknowledgement of the complaint will be sent as soon as possible, but not later than one week after receipt of the complaint.

If the complaint is related to the behaviour of a staff member, the staff member will be informed that a formal complaint has been made and full details of the complaint must be presented to the staff member concerned.

The written complaint may be resolved by the Crèche Manager. If unresolved or if the matter needs further consideration, parents may contact the parent staff and student representatives of the Crèche Management Board where the concern can be addressed at the next Crèche Management Board meeting.

The Crèche Management Board will attempt to resolve the matter at board level. The Crèche Management Board may appoint a hearing panel to review details of the complaint. Membership of this hearing panel will not involve any person directly involved in the complaint or related to the complainant, or staff member.

The complainant and respondent will both be heard and may be accompanied by a colleague or friend. Following the request for a hearing, the relevant meeting will take place within one month of the date of the request.

An agreed written record of the meeting will be kept, where appropriate. A formal letter detailing the outcome of the deliberations of the Crèche Management Board will be issued, within a reasonable period following the meeting. The decision of the Crèche Management Board on the complaint shall be final.

In instances where the complaint involves the welfare of a child or children, the information shall be made known to the relevant local health board personnel.

Confidentiality is of utmost importance when dealing with complaints and comments.