

COMPLAINTS AND COMMENTS POLICY

'COMPLAINTS'

Principles

We are fully committed to high quality care within the setting. To maintain and ensure these standards staff will work together with parents and other professional within the childcare or early year's field, sharing information and ideas to promote the quality of care within St. Colmcille's After School Club.

Statement of intent

St. Colmcille's After School Club believes

- Parents / Carers views and opinions are valued and acted upon when necessary.
- We value and respect the children's views and opinions, again acting upon when necessary.
- We understand and appreciate the advice and guidance which is offered to the setting from outside professionals.
- We are committed to working in partnership with parents / carers.

Procedures

- If a parent / carer feels that they have a concern which they feel needs to be raised or addressed they must inform the play co-ordinator immediately, who will then contact the chairperson of the management committee. In the absence of the play co-ordinator parents / carers can speak to the deputy in charge.
- A meeting will be arranged immediately between the play co-ordinator, chairperson and parents / carers.
- Before this commences all relevant information relating to the complaint will be gathered.
- During the meeting parents / carers will be able to express their concerns with the chairperson. At this stage their complaint or concern will try to be resolved.
- If the parent / carers feel that the complaint has been resolved then a report will be written up and placed in the incident report file and no further action will be taken.
- If a resolution cannot be reached we will encourage the complaint be put in writing.
- Once the written complaint has been received from the parent / carer an independent member of the management committee will begin an investigation into the matter.
- This will be carried out and dealt with within a short timescale to ensure that the matter is quickly and promptly resolved. (NO MORE THAN FIVE WORKING DAYS)
- If after this investigation parents / carers still have concerns they will be encouraged to contact the registering body below.

Northern Trust Early Years Team
11b Fenaghy Road, Galgorm, Ballymena BT42 1HW
Tel: 028 25635110

Parents have the right to contact the Early Years Team at any stage.