



## John Scottus Pre-School

### Complaints Policy

This policy will be available to view and examine by all members of the school community: Parents, Staff, Board of Management and Trustees. They will be available for inspection in the Pre-school classroom in Old Conna, Ferndale Rd, Rathmichael Co Dublin and on our School website.

Child Care Act 1991 (Early Years Services) Regulations 2016 (Síolta Standard 3: Parents/guardians and Families, Síolta Standard 4: Consultation, Síolta Standard 10: Organisation) (National Standard 1: Information, National Standard 3: Working in Partnership with Parents or Guardians, National Standard 4: Records, National Standard 7: Complaints, National Standard 11: Child Protection)

#### **Statement of Intent:**

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.

- All complaints must be made to the Manager.
- They will be dealt with in an open and impartial manner.
- The complaint [made verbally] will be documented and remain confidential.
- The complaint will be investigated to assess if the service has breached our policy and procedures.
- Every attempt will be made to resolve the matter as quickly and amicably as possible, and to the parents/guardians' satisfaction.

- If agreement cannot be reached informally, the parents/guardians must make a formal complaint in writing to the Manager.
- The parent will be sent an acknowledgement that the complaint has been received and told how it will be dealt with, by whom and within a time frame specified by the Manager and agreed by the complainant.
- The Manager will keep dated records summarising what was said and by whom.
- In the case of a complaint made against a member of staff, the staff member involved will be informed that a formal complaint has been made and given full details.
- The Manager will arrange to meet with the staff member and discuss the lodged complaint.
- The Manager will keep a record and document what was discussed.
- The Manager will review the complaint and consider all the relevant information as discussed and a decision will be made and recommendations if necessary.
- If a complaint involves a child protection concern, a separate reporting procedure will be followed in line with our Child and Adult Protection Policy.
- The Manager will inform all parties involved of the outcome of the complaint made.
- If a resolution is not found within 28 days of the Manager's investigation and report, the complainant will be advised on the options to complain elsewhere or will be offered mediation.
- The agency to which a complaint may be referred may include such organisations as Tusla, HSE, DCYA, HSA depending on the nature of the complaint.
- Complaints will be kept on file for 2 years and are open to inspection.

### **Management of Unsolicited Information to Tusla**

The Early Years Inspectorate (EYI) may receive information volunteered by parents, staff or members of the public about our service. This is known as unsolicited information, and it can include comments, complaints or concerns.

- Unsolicited information which is deemed not to fall under the scope of the 2016 Regulations may be referred to another agency for action as appropriate by

Tusla. We will cooperate fully if a complaint is referred to another agency and follow our policy in investigating the complaint ourselves

- Unsolicited information which is deemed to fall under the remit of the Regulations is then risk rated by the inspectorate to determine if there is a risk to the health, safety and welfare of child in the service. Again, we will fully cooperate with any review/risk assessment carried out by Tusla
- If the risk to children is assessed as low by Tusla it may not investigate but our service will be required to investigate the matter in line with this complaints policy.
- When investigating the complaint we may need to refer to other policies and procedures or follow our employment/staffing policies and procedures
- If there is an unsolicited complaint we will act promptly to endeavour to resolve the issue as quickly as possible
- Like all other complaints we will log unsolicited information and retain for inspection for 2 years
- We will keep all parties informed of the progress of a complaint
- We will record each step of the process and keep detailed notes
- We will give the complainant a full explanation in writing of the outcome and the rationale for the decision
- We will always give the option of appeal the decision as outlined in this policy