

Complaints Policy

Complaints Policy Statement

Askea Community Childcare Centre welcomes any suggestions, recommendations, comments or complaints made by families availing of our service.

Principle of Complaints Policy

This policy is underpinned by the Child Care Act 1991 and Early Years Services Regulations 2016

Procedure for Complaints

In order that any complaints may be dealt with in an impartial manner the following procedures will be followed:

1. Complaints etc., should be made to the manager either verbally or written
2. All efforts should be made to resolve the matter to the satisfaction of the all concerned
3. The complaint is recorded, signed and dated by both parties
4. A staff member must be informed if a complaint is made against her/him
5. If such a complaint relates to a child protection matter this will be managed under our Child Protection Policy and Procedures
6. The complaint is acknowledged and details of how it will be dealt with and by whom and within what time frame will be given
7. Details of all that has said and done will be kept by the person investigating a formal complaint
8. If the complainant is not satisfied with the outcome the matter will be dealt with by an independent panel which will include a member of the Management Committee
9. This panel will not include any person directly involved in the complaint or related to the complainant or staff member
10. Having considered all relevant material and talked with all concerned the panel will reach a decision and if necessary make recommendations
11. All persons involved will be informed of the outcome

This policy was agreed and adopted by Askea Community Childcare Centre

Date. _____

Signed by. _____ on behalf of management

This policy will be reviewed on 1st September 2017 in collaboration with staff and parents