

Kids at Play Waterford Policies and Procedures

Complaints Policy

Last Review Date 31/3/2022
2020

Policy No. 3

Issued:

29/8/2022

Updated



Statement

Kids at Play Waterford is committed to providing a high-quality service and welcomes children's and parents' views of the service. We understand that at times families may have a concern or feedback about the service and we are committed to giving careful attention and a courteous, timely response to suggestions, comments or complaints so that we can learn from them and continuously improve our service.

This policy has been sent by email to all parents/guardians of children enrolled in Kids at Play Waterford. It is available on site also and will be communicated to all parents, guardians and school age children.

Principle

This policy is underpinned by the Child Care Act 1991 (Early Years Services) Regulations 2016 and (Registration of School Age Services) Regulations 2018.

Procedure

Kids at Play Waterford is committed to providing a high-quality service. If you have any comments or complaints about our service, we would like to hear from you.

We are committed to listening to your complaints and to treating them seriously so that we can learn from them and continuously improve our service.

Kids at Play Waterford 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 delivery of our services

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We aim to ensure that making a complaint is as easy as possible and that it is dealt with promptly, politely and, when appropriate, confidentially. We endeavour to learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

If you want to make a complaint:

- Complaints can be made by parents, guardians and other advocates on behalf of children. In the vast majority of cases complaints can be resolved informally.
- We respect school age children's voice and their right to raise comments or complaints about our service. We have a child friendly complaints policy available to all children in our service. We accept complaints directly from children and via their parents/guardians. This child friendly policy can be found at the end of this complaints policy.

Informal process:

- If you are not satisfied with any aspect of the service, you are requested to resolve the issue informally through discussion with the staff member. If not satisfied at this stage, you are encouraged to speak to the Manager

Formal process:

- If the problem persists, re-occurs or you are not satisfied with the response, the complaint should be put in writing to the Manager

When making the written complaint please include the following information:

- Service location name
- Name, address and a daytime telephone number
- Full details of the complaint
- Names of those involved
- Copies of any relevant documentation
- Aoife Lynch will receive all complaints
- Receipt of a formal complaint will be acknowledged within 3 working days and the Service Manager will communicate how the complaint will be handled.

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- The manager will meet with the person(s) making the complaint and any other staff as appropriate to try to resolve the issue. A note will be made of this meeting.
- If, following this meeting the matter remains unresolved the complaint will be referred by the Manager to Senior Management.
- If necessary, an investigation panel is formed to investigate the complaint.
- All complaints will be dealt with in a timely manner and the person making the complaint will be informed of the next steps of the process at every stage.

Investigation

Depending on the nature of the complaint received, the Senior Management Team will determine the type of investigation that will take place. Relevant staff will be interviewed in relation to the complaint, this interview will be documented. All complaints are thoroughly and objectively investigated. The investigation is handled appropriately and sensitively.

Outcome and Response

Following the formal investigation of your complaint, an outcome report will be issued to you via email.

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 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

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only accessed by the Registered Provider and Manager. The people who have access to complaint records are as follows, Senior Management Team, Head Office Team, Service Manager and Service Assistant Manager.

Complaint not within the scope of the service

Any complaints not within the scope of the 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.

Review:

Management, in consultation with staff, monitors and reviews the effectiveness of the policy yearly or as required.

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Complaints Policy for School Age Children

You are welcome to come and talk to us any time.



Are you unhappy? And do you think it might be because we did something wrong?



Please come and talk to us. An adult at the service is always there to listen.



So who will you choose to talk to? Pick the person you are most comfortable with. That might be a staff member, or it might be the Assistant Manager or the Manager. We are all here for you.

How to make a complaint?

Talk to an Educarer or Manager. If you are not happy with the outcome you can:

1. You can tell someone

2. You can write a note or draw a picture



3. You can send an email to kidsatplaywaterford@gmail.com



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4. You can ask your mum or dad or another adult at home to come and talk to us for you.



What happens next?

If we hear you have a complaint this is what we will do:

1. We will tell your Mum, Dad or another adult in your house that you aren't happy about something.
2. We will get to work right away, to find out what happened and why you are unhappy.
3. We will get back to you to tell you how we are getting on and also, we might like to check some details with you.
4. We will then get back and let you know what we have found out. If we need to say sorry, we will. We hope you might now be happier.
5. If you still are not happy that we have looked after your complaint properly, you can tell us with your voice, your writing, your art or by email and we will ask an adult to investigate. This will be a whole new person who was not involved when you first were unhappy.