



## Complaints Policy for parents

- ❖ We in Corrandulla Community Resource Centre aim to work in partnership with parents by seeking parents' views, comments, suggestions, complaints etc, on how the project works or suggestions for improvement.
- ❖ An early opportunity can highlight issues and prevent problems arising.
- ❖ We undertake to ensure all complaints are taken seriously and dealt with fairly and confidentially
- ❖ We will endeavour to quickly and informally resolve complaints through discussion with the parents and members of staff as appropriate
- ❖ Parents will be made aware that there is a complaints procedure in operation
- ❖ If a complaint should arise the following should be considered:
  - \* A complaint is when you feel you or your child are being treated unfairly
  - \* The Resource Centre has done something wrong
  - \* The Resource Centre has not done something they should have done.
- ❖ If having considered the above you wish to make a complaint you should contact in the first instance the member of staff responsible for your child or the Resource Centre Manager (in strictest confidence) to discuss and, hopefully resolve the matter.
- ❖ Should you still feel that the matter is unresolved, then the complaint must be put in writing to the Board of Directors.
- ❖ If the complaint is related to the behaviour of a member of staff, the staff member must be informed that a formal complaint has been made and be given the details.
- ❖ If the complaint involves a child protection concern a second separate reporting procedure will be followed in line with child protection policy and procedure.
- ❖ A written acknowledgement from the Board of Directors is sent to the complainant, stating how it will be dealt with, by whom, and within what time limit.
- ❖ The Board of Directors must then decide how to deal with the matter as per their complaints procedure.
- ❖ If you still feel that the matter has not been resolved to your satisfaction that you may make a written request to go to the third stage of the procedure, which involves an independent mediator or panel.
- ❖ The panel will include an external mediator e.g. a representative of the Galway City & County Childcare Committee of the HSE.
- ❖ This panel will not include any person directly involved in the complaint or related to the complainant or staff member.
- ❖ The panel, having considered all the relevant material and talked with all those concerned, will reach a decision and if necessary, make recommendations.
- ❖ The complainant and other people involved will be informed of the outcome.

See Appendix IV for Compliant Form

*Adopted at a meeting of Corrandulla Community Resource Centre Ltd. / Board of Directors*

Date \_\_\_\_\_

Date \_\_\_\_\_

By \_\_\_\_\_  
Manager

By \_\_\_\_\_  
Chairperson