



## After School Complaints Policy

### Policy Statement:

Ballybrack/Killiney Montessori & Afterschool 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 your suggestions, comments or complaints so that we can learn from them and continuously improve our service. Information on these procedures will be made available to all staff and parent/guardian/carers/school-aged children.

### Principle:

This policy is underpinned by the Child Care Act 1991 (Early Years Services) Regulations 2016.

Ballybrack/Killiney Montessori & Afterschool 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

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.

When a complaint is received the manager will be informed immediately. Every effort will be made to address the issue informally before moving to a formal procedure.

### Complaints procedure:

- If you are not satisfied with any aspect of the service, you are requested to attempt to resolve the issue informally through discussion with the Afterschool Staff. If not satisfied at this stage, you are encouraged to speak to the **Owner/Manager – Eve Berea**.
- Should you still feel that the matter is unresolved then the complaint must be put in writing to the Owner/Manager.
- A written acknowledgement of the complaint will be made as soon as possible, within 3 working days.



- 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 full details and the right to reply.
- Parents/guardians/carers will be made aware that staff must be informed of complaints made relating to their behaviour so that the procedure can be implemented.
- The Owner/Manager will then report back to the parents and a suitable course of action will be implemented.
- If parents are still unhappy with the outcome, the Owner/Manager will inform parents that they should seek a more suitable Afterschool for their child.
- In instances where the complaint involves the welfare of a child/children, the information should be made known to the relevant local Duty Social Worker with Tusla or An Garda Siochana.
- If the complaint involves a Child Protection issue, the procedure as outlined in the Child Protection Policy will be immediately implemented.
- Confidentiality is of the utmost importance when dealing with complaints and comments. Written records will be kept of all written complaints, the response, meetings and other actions and records will be kept for a minimum of 2 years.

The process for closing a complaint is as follows:

- Recording the outcome
- Recommendations made
- Changes in policy, statement and practice
- Appeals process

We have a child friendly complaints format which allows the children to make a complaint themselves and they will be supported in this process by the teachers following the above procedure as necessary.

If the school receives complaints about another child at the Afterschool service it would be our duty to validate these complaints. This would be done by close observation, then the teachers would approach the child in question and the parent to make them aware of the issue. We would recommend ways in which the behaviour could change and a course of action to be taken. Once a solution has been put in place, we would meet with the parent who had the initial complaint and again we would all work together to see if it could be resolved.

### **Review:**

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