

TAYLORSTOWN CROSS COMMUNITY PRESCHOOL LTD.

COMPLAINTS / COMMENTS POLICY

PRINCIPLES

Refer to legislation e.g. Children Order definition of a complaint.

POLICY'S STATEMENT OF INTENT

Taylorstown Cross Community Complex Ltd. Aim to provide the highest quality care and education for all children attending the Complex.

We aim to provide a warm welcome and caring environment within which all children can learn and develop as they play.

We intend to work in partnership with parents / carers to meet their needs and the needs of their child.

We welcome comments / suggestions on how to improve the Complex.

We endeavour to quickly and informally resolve concerns through discussion with the appropriate member of staff.

All comments and complaints will be taken seriously and dealt with fairly and confidentially.

If a parent / carer is not satisfied with any aspect of the Complex provision and cannot informally resolve the issue they may then follow the Complex complaints procedure.

PROCEDURES

We will seek parents view by:-

Comments

1. Encouraging parents to place comments in the comments box / book, which can be found in the entrance hall.
2. Ensuring comments are shared with staff and management committee on a regular basis.

Complaints

1. Ensuring parents are aware of the following steps to take if they feel a complaint is necessary.

2. Concerned parent / carers should firstly speak or put their concerns in writing to the Complex Supervisor, which she will record and also record how the concern was resolved.
3. If this fails to resolve the issue a meeting may be requested with the Chairperson and Supervisor (if appropriate) by writing to the Chairperson.
4. Both parties may have a friend / partner present and a written record of the meeting will be kept.
5. Most concerns are resolved at this stage – however, should the parent / carer and Supervisor fail to reach agreement an external mediator may be invited to help resolve the issue. The Early Years Team (NHSCT)
6. A parent / carer can contact Social Services at any time on (02825635110) based at Rapheal House, 11b Fenaghy Road, Galgorm, BT42 1HW about their concerns
7. If you are still concerned you can contact the NI Public Services Ombudsman [Tel:- 0800343424](tel:0800343424) or at anytime you can talk to the PSNI Central Referral Unit [Tel:- 02890259299](tel:02890259299)
8. Parents / Carers will receive a written report on how their concerns were resolved, which will be signed and dated by parent and supervisor. A copy will be held on file by the supervisor.
9. Staff / Students / trainees / Volunteers should also follow these procedures.

This policy has been adopted by the preschool committee at a meeting on

Witnessed by _____ **(Chairperson)**

This Policy was reviewed on _____

Witnessed by _____ **(Chairperson)**

Complex Co-ordinator _____ **Date** _____