

CARRYDUFF PLAY CARE CENTRE

POLICY 17 - COMPLAINTS / COMMENTS POLICY

Principle

Carryduff Pre-school Playgroup & Play Care Centre is committed to providing a high quality, efficient and accessible service to parents and children. The Centre intends to work in partnership with parents/carers to meet their needs and the needs of their children and welcomes comments and suggestions on how to improve.

However we are aware that from time to time parents may be unhappy with the service provided. To deal with this we have the following complaints and comments procedure. All comments and complaints will be taken seriously and dealt with fairly and confidentially.

Where there is a concern about the running of the organisation, or if you are unhappy about any aspect of your child's safety or well being, you should inform the leader as soon as possible. Usually it should be possible to resolve any problems as soon as they occur.

Where a concern is reported it will be dealt with in the first instance by the leader. Should you be dissatisfied with the outcome, the leader will then refer the matter to the Centre Manager who will attempt to resolve the problem.

Where a member of staff has a complaint / comment regarding working conditions, or with another staff member, the problem should be brought to the attention of the Centre Manager.

Where the Manager is unable to resolve a problem it will then be referred to the management committee and a meeting will be arranged with the Chairperson. You may contact the Chairperson, in writing at this address.

Complaints/comments will be acknowledged and the matter will be investigated within two weeks.

Should any complaint / comment not be resolved satisfactorily through the above procedures, the matter should be brought to the attention of the group's registering Social Worker, Ms Helen Craig, who can be contacted at Everton Complex, 585-587 Crumlin road, Belfast, Telephone 95042811.

Monitoring

This policy will be reviewed annually by the management committee to ensure it remains fit for purpose.