

CARRYDUFF PLAY CARE CENTRE CONCERNS, COMPLAINTS & COMPLIMENTS

Principle

Carryduff Pre-school Playgroup & Play Care Centre are 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.

We are aware, that from time to time parents may be unhappy with the service provided. To deal with this we have a Concerns, Complaints & Compliments procedure.

To enable parents/carers to contribute, we have provided a 'Post Box' in the foyer, beside the hatch to the office, where we encourage comments and suggestions on how we might improve our service.

All concerns & complaints received will be acknowledged within two weeks, and will be taken seriously and dealt with fairly and confidentially. The outcome will be recorded in our Concerns, Complaints & Compliments Register.

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.

Concerns & Complaints will be acknowledged and the matter will be investigated within two weeks.

Should any Complaint or Concern 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.

The staff and Committee also welcome compliments and thanks expressed by parents, carers and Statutory Service users for creating an environment where play and learning activities are our priority. We appreciate the time taken to write thank you letters, Facebook likes & comments and completing Evaluation Forms on the care we give, and the interest taken in all children who attend our centre.

Monitoring

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