



Peter's Patch
Forest School - Day Care - After School Club

Complaints Procedures For Parents / Children

If a parent feels that they have cause for complaint they should either speak to a qualified member of staff or the manager or deputy. Where a complaint is made to a staff member, the manager or deputy should be informed immediately. The manager or deputy will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem. Complaints will be recorded and dated in the complaints folder along with the Standard/Outcome that it relates to. The outcome of the investigation will be recorded, along with the action that has been taken. Parents will be informed in writing of the outcome of the investigation and any action taken within 28 days of the original complaint date.

If parents feel that the complaint has not been resolved satisfactorily they are then requested to contact:

Early year's team
Nichola McAleese 028 44513807



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Complaints Procedures For Parents

Person Raising The
Complaint



Speaks To The
Supervisor / Staff
Member



Supervisor / Staff
Member Passes On
To Management



Management Follows
Steps In The Complaints
Register



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Flow Chart on process when a complaint is raised regarding children

Children often do not realise that adults sometimes find it difficult to recognise that they are worried or unhappy about something and unless they tell someone, their worries or concerns may go unaddressed.

Children can also allow a concern that may seem to an adult to be minor, to become far more troublesome and escalate to a perceived level which is then monumental to the child. We should always be mindful of this phenomenon and seek to interact positively with them.

We strive to ensure that there is, at all times, a culture within us which is conducive to encouraging all children to feel able to speak to staff about their worries or concerns.

The following is a guide to the recommended process of dealing with a disclosure by or on behalf of a child which may be a parent, guardian, carer or friend in relation to the severity of the disclosure. Such action must be immediate where possible and all stages outlined within this document 'must' be on the basis of 'as soon as practicable'. The timescales shown should be adhered to and only in exceptional cases may they be breached.



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It should always be remembered that complaints from or concerning a child or young person have become quite serious in the mind of the child or young person long before the complaint is made.

A child or young person cannot feel valued or cared for if he / she have cause for concern. There is no doubt that complaints are almost invariably 'better dealt with at the earliest opportunity' and the outlined procedures should be a last resort.

Note: If the disclosure is of a serious nature which 'demands' referral to the Police or the social services - the referral to these agencies **MUST** take immediacy over the following guidelines. In such cases, adherence to the Child Protection Policy & Procedures must be observed.



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Timescales

All timescales shown refer to that 'maximum' period that action should commence. Whilst the time taken to address the appropriate action will vary from case to case, every effort should be made to resolve issues as soon as practicable.

Please see below for procedure:

Chronological Order

- Complete incident form signed & dated by person raising complaint.
- Bullet point on incident sheet by step by step what has happened.
- Include all information i.e. minutes taken, notes & witness statements.
- Letter from management to person raising complaint about what steps have been taken and the procedure followed, stating the outcome also.
- The person raising the complaint must sign to say they have read and are satisfied with the outcome.
- If persons are not satisfied they can contact Early years on 02844 51807
- If persons are still not satisfied they can contact the NI Public Services Ombudsman on 0800343424

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