

Fun 4U Club

7 Complaints Policy & Procedures

Principles

We are fully committed to high quality care within the setting. To maintain and ensure these standards we will work together with staff, parents and other professionals within the field, sharing information and ideas to promote the quality of care in the setting.

Statement of Intent

Fun 4U Club believes

- Parents / Carers views and opinions are valued and acted upon quickly when necessary.
- We value and respect the children's views and opinions, again acting upon when necessary.
- We understand and appreciate the advice and guidance which is offered to the setting from outside professionals.
- We are committed to working in partnership with parents / carers and in doing so we endeavour to quickly and informally resolve concerns through discussion with the appropriate member of staff.
- If an issue cannot be informally resolved then the complainant will be given a complaints form to fill out and it will be passed on to Head Office

Procedures

- A comments box is located in the main hall way of the setting, this ensures parents have the opportunity to express any comments.
- All comments or complaints within the setting are dealt with confidentially.
- If a parent/carer feels that they have a concern which they feel needs to be raised or addressed they inform the facility Leader immediately.
- In the absence of the Leader parents/carers can speak to the Deputy Leader in charge.
- A meeting will be arranged immediately between the management the facility Leader and parents / carers.
- Before this commences all relevant information relating to the complaint will be gathered.
- During the meeting parents / carers will be able to express their concerns with the management.
- At this stage management will try to resolve any complaint or concern they might have.
- If the parent / carers feel that the complaint has been resolved then a report will be written up and placed in the complaints file and no further action will be taken.
- If a resolution cannot be reached we will ask if they wish to put their complaint in writing.
- Once the written complaint has been received from the parent /carer a member of the management team will begin an investigation into the matter.
- This will be carried out and dealt with within the shortest timescale possible, to ensure that the matter is quickly and promptly resolved.
- If after this investigation parents / carers still have concerns they will be offered the option to contact the registering body details below.

Southern Health and Social Care Trust
Early Years Team Lisanally house
87 Lisanally Lane Armagh

Parents have the right to contact the Early Years Team at any Stage.
FUN 4U CLUB Designated Social Worker- PAULINE BARDEN 02837520615
028 37564020 Team Manager: Diane Calvert