

## Complaints / Comments Policy

At Holy Trinity After School Club we are committed to listening to the views of others about our service. We value the right of each child, parent / carer and member of staff to make a complaint. A complaint is viewed as an opportunity to improve our level of service and assists accountability within that service. We will use any information, wherever possible, to help maintain and improve our After School Club. We encourage and welcome all comments and views, both positive and negative. All complaints will be dealt with in confidence and in accordance with the complaints procedure.

This policy is designed to establish a clear mechanism for resolution of complaints which can be verbal or written. For our comment / complaints policy, please see below.

### **Informal (Stage 1)**

Refers to verbal complaints which can be dealt with immediately. These complaints will be recorded in the complaints log. A cooperative approach should mean most complaints can be dealt with in this way but complainants should be given the opportunity to make a formal complaint if they wish.

### **Informal (Stage 2)**

Refers to a verbal complaint made to the manager. The manager will then schedule a meeting with the complainant, discuss the issues and implement any agreements.

### **Formal (Stage 3)**

Refers to a signed written complaint made to the manager. This complaint will be acknowledged within 10 days and the complaint will be investigated. Any changes or agreements will be implemented. Any outcomes will be confirmed in writing within 20 days.

### **Formal (Stage 4)**

Refers to formal written complaints made to the Chairperson / Management Committee.

Receipt of the complaint will be acknowledged within 10 working days.

A meeting will be arranged with the complainant and any issues will be investigated. Any changes or agreements will be implemented. Any outcomes will be confirmed in writing within 25 working days.

### **Appeals Process**

A written request can be made to have a case heard by the full Management Committee.

Receipt of the complaint will be acknowledged within 10 working days. A meeting will be arranged with the complainant within 30 working days. All issues will be considered. Any changes or agreements will be implemented. Outcomes will be confirmed in writing by the 40<sup>th</sup> working day.

All complaints which reach stage 3 will be reported to the Management Committee. Where complaints are dealt with at a lower stage these will only be discussed by the Management Committee where they require changes to our current policies/procedures.

Procedure if a parent or carer has concerns:

I have a concern about my/another child's safety.

I can talk to the Room Leaders

- Caitlin Beresford
- Eunan Mc Cusker
- Alanna O'Hara
- Megan Love

If I am still concerned, I can talk to  
Deputy Manager Alanna O'Hara  
(Deputy Child Protection Officer)

or

Room Leader Eunan Mc Cusker  
(2<sup>nd</sup> Deputy Child Protection Officer)

07834543170

If I am still concerned, I can talk to the Manager  
Sarina Markey (Child Protection Officer)

07834543170

At any time, I can talk to the  
Gateway Team 028 71314090,  
Early Years Team 02866327734,  
PSNI 0845 600 8000 or  
Regional Social Services 02895049999 after 5pm,  
weekends and bank holidays.